



Helendale Community Services District

JOB OPENING

Part-time / On-Call

Office Assistant / Customer Service

Range 14 to 16 (Starting at \$21.66-\$22.20)

Recruitment closes 11/14/2025 at 5:30 p.m.

ABOUT THE CSD: The Helendale Community Services District (CSD), formed in December 2006, provides water, wastewater, solid waste management and park & recreation services for the Helendale area including the community of Silver Lakes.

HOW TO APPLY : Applications may be downloaded from the District web site at www.helendalecsd.org or may also be obtained from the District office between the hours of 8:00 a.m. and 5:30 p.m. Applications with original signature must be received at the following address no later than 5:30 pm on the final filing date. No postmarks, faxes, or e-mails accepted. **Application must bear an original signature.**

Helendale Community Services District

Mail: P.O. Box 359

Drop Off: 26540 Vista Road, Ste B; Helendale, CA 92342

COMPLETING THE APPLICATION: Use only an official HCSD application form. A resume or additional information may be attached to the official application. Incomplete applications will be rejected. Applications received without responses to the Supplemental Questionnaire will be considered incomplete. Incomplete applications will be grounds for rejection and cannot be revised after submission. Resumes may be attached. **Do not put "see resume" on application.** All statements made on applications are subject to investigation and verification. False statements will be cause for disqualification, or discharge from employment.

THE PROCESS: All applications will be reviewed and evaluated according to the essential functions of the job, and other needs of the position. Initial screening will be done based on information submitted on the application. All applicants will be notified as to the status of their application after review of all applications has been completed. While the job description is very broad please apply and list all applicable experience/skills as it relates to the position. The District is an Equal Opportunity Employer and encourages all interested individual to apply.

Additional screening following the application material review may be held in the form of an oral interview panel. The candidates selected from the interview process may receive a conditional offer of employment contingent upon the successful completion of the following:

- **HIRING REQUIREMENTS:** A State of California, Department of Justice criminal background check; and a pre-employment drug test. (This is paid by the District.)

RIGHT TO WORK VERIFICATION: Documentation verifying candidate's legal right to work in the United States will be required and shall be presented upon hire. THE PROVISIONS OF THIS ANNOUNCEMENT DO NOT CONSTITUTE A CONTRACT EXPRESSED OR IMPLIED, AND ANY PROVISION CONTAINED IN THIS ANNOUNCEMENT MAY BE MODIFIED OR REVOKED WITHOUT NOTICE.



HELENDALE COMMUNITY SERVICES DISTRICT

Position	Department	Reports to
Office Assistant / Customer Service Representative	Administration	Admin Services Manager
Employment Status	FLSA Status	Range/Wage
☒ Temporary ☐ Full-Time ☒ Part-Time ☒ On-Call	☒ Non-Exempt ☐ Exempt ☒ At Will	Range 14 (\$21.66) or Range 16 (\$22.20) depending upon experience.
Position Summary		
Summary: Position will work under general supervision of Administrative Services Manager and is expected to perform a variety of routine customer service, clerical and administrative support functions. Non-clerical duties will also be assigned as needed.		
ESSENTIAL DUTIES AND RESPONSIBILITIES		
The essential functions include but are not limited to the following: • Receives and applies payments to customer accounts received in person, through the mail or electronic methods. • Generates service orders for field staff. • Perform a wide variety of clerical tasks, including typing letters, scanning files, distributing mail, creating flyers. • Answers phones and provides general information about programs, policies and procedures as well as assists customers with account inquiries. • Ability to articulate the District's policies accurately while being kind and thoughtful in how the information is received by the public. • Operates a variety of office equipment including copier, fax machine, adding machine, scanner. • Must be proficient in Microsoft Office Suite including Word, Excel and PowerPoint programs. • Ability to type and proofread accurately. • Demonstrates customer service skills including exhibiting helpfulness, compassion and empathy. • Ability to be a team player and positively contribute to workplace culture and team cohesion. • Ability to willingly perform other duties as assigned.		

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Computers, computer programs, accounting software and general office procedures and customer service practices. Experience in working with the public.

Ability to:

- Provide tactful and courteous service to the public.
- Resolve complaints in a calm and effective manner.
- Perform mathematical calculations accurately.
- Respond to request for information timely and accurately.
- Explain District policies and procedures in a non-confrontational way
- Work under steady pressure and frequent interruptions.
- Work independently to complete assigned tasks
- Understand and carry out oral direction
- Clearly convey information and details in an efficient and accurate manner.
- Establish and maintain cooperative working relationships with all other employees

Experience:

- Any combination of job experience and training that would likely provide the required knowledge to fulfill the duties of this position.

Education and Experience:

- High School Diploma.
- Two years of customer service experience and/or college courses that help provide the minimum qualifications for the position.

Language Skills:

- Must be able to read, write and speak fluent English. Bilingual is a plus.
- Ability to present information and respond to questions from the public.

Computer Skills:

- Proficient with Microsoft Word, Excel, and PowerPoint programs.
- Accounting or customer service/payment software is a plus.

Physical Demands:

The physical demands listed below are representative of those required of this position. While performing the duties of this job, the employee is regularly required to communicate effectively by talking and hearing. Employee must be able to sit for extended periods of time, stand, walk and reach with hands and arms and have finger dexterity. Employee must be able to lift up to 30 pounds on occasion. Must be able to communicate with customers and other staff, both verbally and in writing, including listening/hearing.

Work Environment:

The work environment is typically an indoor office setting with regular phone and customer traffic.

Certificates, Licenses, Registrations:

None.

Other Qualifications:

This position is classified as a part-time, temporary position.

Must read, understand, and comply with the District's Employee Personnel Manual and all the policies and procedures of the District.

