



Camarillo Health Care District helps individuals manage ongoing health challenges, live better with chronic illness, and improve overall quality of life. Serving the area since 1969, Camarillo Health Care District is recognized as an innovative, award-winning model district throughout the State of California and the nation.

Customer Service Representative (Resource Specialist)

The **Customer Service Representative** performs a variety of administrative duties to implement and support the operations of the Community Services Department. Duties include, but are not limited to, providing reception and customer services as the first point of contact, client registration, scheduling and payment, resource collection and management, scheduling and coordinating community partner participation, assist in vendor and facility management as needed, and general clerical support. .

Example of Job Duties

Develop broad knowledge and in-depth knowledge of all District programs and services

Develop broad knowledge and expertise in community resources

Respond to inquiries from public and staff with; schedule meetings and appointments as needed, receive and receipt class registration and payments; Maintain professional and nurturing relationships with community partners.

Maintain calendar of room use and classes

Perform reception duties, managing telephone calls and walk in clients in a professional, friendly, respectful, and cooperative manner, directing to appropriate staff/service/program/department.

Maintain an effective and productive business office.

Assist in the preparation of classrooms and multi-use rooms for community partners and clients, working with other departments as necessary, and including but not limited to, set-up/rearrange/lift classroom furniture; set-up audio visual equipment; set-up/tear down of food and beverage services, and similar.

Assist in the general operation of District programs and services; including but not limited to cross-training in multiple District programs and services.

Perform other duties as assigned

To Apply

<https://www.camhealth.com/join-our-team>

Camarillo Health Care District
Human Resources Department
3639 E. Las Posas Rd, Ste 117
Camarillo, CA 93010
805-388-1952 ext. 125

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.

The eligible list established from this recruitment may be used to fill current and future positions.

The Ideal Candidate

Must be collaborative and have a strong work ethic and ability to prioritize multiple tasks. Must communicate clearly, tactfully and effectively both verbally and in writing; exercise independent judgement and critical thinking; work in a team environment; motivate; establish rapport and effective working relationships with coworkers and management; be organized; maintain confidentiality; friendly customer service.

Proficient in Microsoft office suite programs, data entry, typing at 30 WPM, and general office equipment usage and etiquette.

Excellent written and verbal communication and telephone skills required.

Bilingual Spanish a plus. Excellent teamwork and attitude necessary to create positive experience for clients and community partners.

Minimum Qualifications

- **Education:** High School Diploma or equivalent required. Associate Arts degree preferred; Basic math knowledge.
- **Experience:** Minimum 2 years office experience, excellent customer service skills. Critical thinking skills. Computer knowledge in Microsoft Suite.
- **Physical Conditions:** Essential and marginal functions require maintaining physical condition necessary for standing at least three (3) hours per day; sitting at least three (3) hours per day; lifting/carrying up to thirty (30) pounds; pushing/pulling up to fifty (50) pounds; and must be able to tolerate temperature changes.
- **Mental Conditions:** Essential and marginal functions require the ability to work under pressure; ability to communicate tactfully and effectively verbally and in writing; ability to work independently; sensitivity to persons with special needs; ability to adjust and be flexible to changing working conditions and job structure which may alter the direction of daily schedule; and must be extremely organized.
- **Other Requirements:** Criminal records clearance. Must have own transportation for use on the job, valid California Driver's License, Auto Insurance, and acceptable DMV record

Compensation & Benefits

\$18.00-\$20.00 per hour. 40 hours per week.

Work schedule Monday through Friday; 8:00 am-5:00 pm

Attractive benefits package

- California Public Employees' Retirement System (CalPERS);
- Medical insurance plans offered through the CalPERS Health Program.
- Annual Accrual Rates: Leave accrual rates vary bi-weekly, based on years of service and weekly hours worked
- Holidays: The District observes 11 holidays per year.