CHEROKEE METROPOLITAN DISTRICT

Internal & External Job Posting

Job Title: Customer Service Technician | **Open Date:** Nov 5, 2025

Posting No.: 2025-07 | **Close Date:** UNTIL FILLED

Hiring Range: $20.00-$26.00/PH D.O.Q. | **FULL TIME**

Job Description:

Cherokee Metropolitan District has an immediate opening for a Customer Service Technician to join our team. This position will be full-time and support the district's staff and operations of a water/wastewater quasi-municipal special district.

As a Customer Service Technician, you will be maintaining customer account records, responding to customer calls and in-office visits and coordinating with District staff members to process work orders. The successful Customer Service Technician will act as the face of Cherokee Metropolitan District and will have interpersonal skills including a positive attitude, ability to solve and reduce conflict and have good verbal and written communications skills.

Essential Functions

Customer Service Technicians will work under the direction of their department supervisor daily, including but not limited to the following:

- Answer incoming calls and make some outbound calls
- Receive payments
- Close out accounts
- Process work orders
- Coordinate leak and other District-related appointments
- Process and monitor reservations for park facilities
- Process paperwork for customers
    - Permits
        - Cut pavement
    - Water and sewer inspections
    - Disconnect lists
    - Title estimates
    - Incoming and returned mail
    - Paperwork for new accounts
    - 100% Documentation in customer accounts
- Count cash twice daily
- Troubleshoot customer problems (in person and over the phone)
- Billing, Newsletter and Disconnects stuffing
- Handle streetlight trouble reports
- Must be able to multi-task in a high volume work environment

Knowledge, Skills and Abilities

- Knowledge in interpersonal skills such as conflict resolution and public relations. Position interacts with various individuals and groups both within and outside the District staff. Interacts with co-workers or supervisors within a Customer Service capacity. Interpersonal relationships are complex and subject to a high level of conflict and visibility.
- Excellent interpersonal and customer service skills are an absolute requirement for this position.
- Knowledge of computers and processing software such as Word and Excel programs for customer information, employee information or billing operations.
- Ability to perform essential functions of this position.
- Ability to demonstrate excellent problem solving and team building skills.
- May represent the District to the community or other external service organizations.
- Performs other related duties as assigned.
- May be cross trained on other billing and/or cash receipting duties.
- First point of contact for customer-related issues.
- Possible additional District point of contact with SDA, CEBT, Colorado Liability Pool, and Department of Local Government.
- Update and monitor social media and website content
- May be required to respond to and assist with customer service escalated calls during business hours.

Education and/or Experience and Qualifications (Required)

- High School Diploma or equivalent
- Minimum of three years related experience

  OR

  Any equivalent combination of education, training and experience.
- Knowledge of computers and processing software such as Word and Excel programs for customer information, employee information or billing operations.
- Muni Link billing system software knowledge a plus
- Knowledge of website development and maintenance a plus
- Proof of U.S. Citizenship

.

Preferred Qualifications:

- Conduct updates to Cherokee Metropolitan District's Website and write content and post to social media platforms as assigned.
- Bi-lingual (Spanish)
- The ideal candidate will be self-motivated with an enthusiastic, team-oriented attitude.

Attractive Benefits Package

- 100% Employee medical, dental and vision coverage (choice of plans)
- 75% Spouse and Dependent medical, dental and vision coverage (choice of plans)
- 457 deferred compensation retirement plan with 8% company contribution, no employee match required

- 30-day vesting
- 13 paid holidays
- Paid vacation and sick leave
- 1 Personal Day
- Company vehicle for duty requirements
- Cherokee promotes career development and provides opportunities to grow professionally through development of technical knowledge and skills delivering challenging projects.

Additional Information

FLSA Status: Non-Exempt
Supervisory Classification: No
Probationary Period: 90 days

This job description is not intended to list every function of the position, does not constitute an employment agreement, and is subject to change. It is not intended to limit management's rights to assign, direct and control the work of employees under their supervision.

Work is mainly performed indoors. Work does call for frequent standing and/or walking, possibly lifting, pulling, or pushing of items (seldom more than 40 pounds).

To ensure the safety of the public and reduce the risk for loss, background screenings and pre-employment drug testing are completed on applicants selected for employment. This position is subject to a screening process including but not limited to criminal history search, reference check, degree and employment verification, motor vehicle record check and ongoing, random drug screening.

Interested applicants should submit an application, resume and letter of interest to Human Resources, **no later than 5:00pm on the close date to careers@cherokeemetro.org).** Applications are available online at www.cherokeemetro.org or by contacting frontdeskmailbox@cherokeemetro.org or Human Resources at careers@cherokeemetro.org. Applications are also available at the District's office located at 6250 Palmer Park Blvd. Résumés will not be accepted in lieu of an application and applications submitted via job search websites do not satisfy the requirement to complete the application.

The Cherokee Metropolitan District is an Equal Opportunity Employer