

KING COUNTY WATER DISTRICT # 90
JOB DESCRIPTION

September 2016

TITLE: Accounting Clerk I (Customer Service Specialist)

DEPARTMENT: Office (Union position)

REPORT TO: Finance Manager

SUPERVISES: None

JOB SUMMARY: Incumbent is the front line ambassador of the District and is responsible for providing direct customer service to the public at the front counter, over the telephone and electronically. The Customer Service Specialist responds to customer inquiries and complaints, promptly, accurately, and in a courteous manner. This individual will also be responsible for various operations/field programs.

ESSENTIAL JOB FUNCTIONS:

- **CUSTOMER SERVICE:** Assist walk in, telephone, electronic customers' requests with account inquiries. Troubleshoots electronically or manually to customers regarding billing, shut off for non-payment, complaints, closing paperwork i.e. estimated final bills for escrow, and customer payment portal questions. Create new customer accounts. Works with customers on past due account balances. Possess a high degree of enthusiasm and attention to detail. Possess analytical skills and basic problem solving abilities.
- **ACCOUNTING:** Responsible for Accounts Receivables, Bulk Water & Hydrant Billings. Process Leak Adjustments, Liens, & Customer Collections. Process monthly & yearend inventory in QuickBooks. File and maintain records for customer accounts
- **ACCURACY:** Verify and reconcile cash box, electronic and mailed payments. Reconcile the daily deposits to the billing system. Maintains customer files and interoffice customer filing records.
- **REPORTS:** Verify all month end reports.
 - Customers without location or bill
 - Customer without rate code
 - Customer is active without a transaction in 30/60/90 days
 - Customer is Active with concurrent zero usage reads
 - Nonpenalizable
 - Non Lockable, Non use, and payment arrangement customers, A/R balances over 120 days
 - Liened and Lien release customers
 - Bulk Water Meter report
 - Services with no financial attachments
 - Meter without reading.

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- **OPERATIONS/FIELD SUPPORT:** Prepare Water Availability Certificates as well as coordinate customer pick up. Maintain Developer Meter Applications information and report bi-monthly to the Operations Manager. Manage the billing for Hydrant Rentals and Bulk Water purchases monthly. Create and distribute work order for customer issues, locates, leak adjustment, back flow, and field requests. Documenting Back Flow Testing results in the billing system.

OTHER JOB FUNCTIONS

Perform related duties as required and assigned.
Assist other office, field, and management staff as needed.

WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal for extended periods of time. May be required to lift office supplies and equipment weighing up to 25 lbs.

DESIRABLE SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- › General computer programs such as Word, Excel, Outlook, etc.
- › General office practices, procedures, and principles.
- › 10 key calculator by touch, copier, and other standard office equipment.
- › Standard business English usage, spelling, grammar, and punctuation.

Ability to:

- Deal courteously and tactfully with the public.
- Maintain customer files and other record keeping systems.
- Communicate effectively, both orally and in writing.
- Type 40 wpm, use 10 key accurately and efficiently.
- The ability to perform basic mathematical computations accurately.
- Prepare routine reports, correspondence, and records.
- Work as part of the office team, performing tasks to meet deadlines while maintaining accuracy and attention to detail.
- Establish effective and constructive working relationships with employees, vendors, manager, and the public.
- Maintain the confidentiality of sensitive materials
- Physical ability to perform the essential functions of the job

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EDUCATION AND EXPERIENCE

Candidate must be High School Graduate or Equivalent, and two years general office experience, including word processing, spreadsheets, and cash handling skills.

LICENSES, CERTIFICATES, AND OTHER REQUIREMENTS

Valid driver's license and Insurance.