



## CUSTOMER SERVICE SPECIALIST

Full-Time

Hourly Rate: \$24.00 - \$34.00

Open until filled, first review of applications 3/25/2019

We are currently accepting applications for a Customer Service Specialist in our Finance/Customer Service Department. We are looking for someone who is a team player, is eager to learn, and can also take initiative and work effectively alone.

The Customer Service Specialist provides responsive customer service to utility service customer inquiries. This position is responsible for preparing and processing utility billing including: accurate bi-monthly water and sewer bills, final bills, account adjustments, past-due notifications, collections on past-due accounts, escrow requests for estimated or actual final bills, and tap and connection letters. This position also responds to system alerts from the District's Advanced Metering Infrastructure (AMI) system, notifies customers of potential issues, monitors the health of the AMI system, and provides administrative assistance while promoting the use of a customer portal.

This is a full-time, hourly position working 8:00am–4:30pm, Monday–Friday.

### Required Qualifications

- ✓ High school diploma or GED
- ✓ Prior utility customer service or equivalent experience

### Desirable Knowledge, Skills and/or Experience

- Utility billing terminology and procedures
- Basic accounting principles related to billing and accounts receivable
- Exemplary communication and interpersonal skills, including tact, diplomacy and professionalism
- Work effectively and efficiently with District customers and other agencies
- Excellent organization, follow-through and customer service skills
- Windows Operating System; Microsoft Office Products; Archival Software; Financial Software
- Meet deadlines and balance multiple or changing priorities while producing accurate work product

**District Benefits include:** Employer Paid Medical, Dental, Vision, Long-Term Disability & Life Coverage; 11.5 Holidays, 12 Vacation days, 12 Sick days and Public Employers Retirement Plan.

### Please Apply:

Apply online at <https://spwater.org/FormCenter/Human-Resources-Forms-5/Application-for-Employment-62>. You may also submit a completed application, cover letter and resume to [HR@spwater.org](mailto:HR@spwater.org) or mail to Sammamish Plateau Water, Attn: HR, 1510 228<sup>th</sup> Ave SE, Sammamish, WA 98075. We will notify applicants invited to participate in the interview process by phone or email. *We are a Drug Free Workplace and Equal Opportunity Employer.*