

COTTONWOOD IMPROVEMENT DISTRICT JOB ANNOUNCEMENT

Position: Utility Account Clerk/Receptionist

Status: Full Time, Non-exempt

Starting Salary: \$21.28/hr depending on experience and/or qualifications

Benefits: Excellent health, dental and vision insurance with small employee premium split, participation in Utah Retirement Systems, paid vacation, sick and major holidays.

Work Hours: M-F, 8:00 am – 4:30 pm

Work Location: 8620 Highland Drive, Sandy, UT

To Apply: Email resume to sevans@cid.utah.gov

Overview:

Work in an industry that makes a difference! Cottonwood Improvement District is a sewer utility serving part of the Salt Lake Valley. This position involves commercial and residential customer account maintenance, customer service, office duties, assisting employees and general problem solving. Must be detail oriented.

Primary and Shared Duties (list is not all-inclusive):

- Set up new residential and commercial accounts and calculate fees.
- Update billings for commercial accounts for change in ownership, obtaining water records, etc.
- Update/calculate surcharge billings with sampling test results.
- Answer the phone and assist customers at counter, answer questions, resolve customer complaint, explain rates, fees and billing frequency to customers.
- Receive over-the-counter customer payments for sewer service fees, impact fees, permit and other fees.
- Post payments received in office and through the mail to customer account in Caselle software.
- Balance daily cash receipts, checks, credit cards and ACH payments. Scan checks for electronic bank deposit.
- Assist customers setting up and using online payment resources.
- Research customer billing issues, unpaid fees, penalties, defaulted payments, credit balances, etc.
- Keep customer accounts as up to date as possible by researching mail returned as undeliverable, providing information to title companies, verifying ownership information on Salt Lake County website.
- Issue permits, coordinate inspections with District inspectors, contractors, and others.
- Create purchase orders for employees.
- Coordinate travel and make bookings/reservations for District staff.
- Assist General Manager/Engineer, Chief Financial Officer, inspectors, secretaries and field employees as needed.
- Provide backup for other office staff including attending board meetings and preparing minutes, preparing board meeting book, assisting with biannual Trustee elections, Accounts Payable and other activities as needed.
- Perform other duties as assigned.

Qualifications, Skills, & Abilities:

- High school diploma or equivalent required.
- Proficiency Microsoft Word and Excel required. Microsoft Access experience preferred.
- Experience with Caselle Connect Utility Management and Cash Receipting modules preferred.
- Experience with Xpress Bill Pay online payment service preferred.
- Experience with Adobe Acrobat preferred.
- Communicate effectively, verbally and in writing.
- Final applicant will be required to pass a drug test and criminal background check.
- Must be able to become a Notary Public, which requires studying and passing an online test with 61 or higher.
- Must annually study and pass a mandatory Records Officer test with the Utah Division of Archives and Records Service regarding Government Records Access and Management (GRAMA) and Records Management Essentials for Government Employees for record retention.

Working Conditions:

- Office environment involving: sitting at computer, typing, use of 10-key, frequent movement from desk to reception counter.
- Frequent interaction with customers and others in-person and by telephone. Periodic interactions with upset, irate, belligerent, or confused customers. Must have the ability to remain calm and treat customers with respect.
- Light physical effort in handling light weights; occasional lifting and moving up to 25 lbs.
- Possible driving of a vehicle.