



OUR PROMISE to our Customers, to our Employees, and to our Community, that you will know that **WE CARE!**

The Kearns Improvement District (KID) is seeking a well-qualified Customer Service I. We invite you to be a part of one of the finest, and well-run utility companies in the State of Utah. In a time of economic insecurity and turmoil, there isn't a better time to build a rewarding and secure career for you and your family at KID.

An example of the duties needed for Customer Service I are:

Exemplifies the District's mission by delivering the promise we care when interacting with customers, employees, and the community. Displays a friendly, positive, and professional attitude while prioritizing prompt service to customers, (in person, over the telephone, mail, and email). Works under policy guidance and the general supervision of the Office Supervisor and Director of Administrative Services. May also receive instructions from other District supervisory personnel.

- Provide solutions to questions, issues and problems posed by customers regarding their utility service. Process utility payments and open/close accounts. Assess water and sewer fees for homes buying/selling within the District.
- Monitor customer accounts to identify correct ownership and delinquencies. Follow compliance and collection procedures.
- Prepares, follow-up, and completes various customer service orders regarding water/sewer service, leaks, repairs, new connections, disconnections, etc.; calls customers with results of service order findings; closes out and files service orders.
- Assist supervisor, director, and other District personnel on special projects.

MINIMUM QUALIFICATIONS

- High school diploma or GED; two (2) years of progressively responsible related experience; and one (1) year of which must have been in the performance of above or related duties; or equivalent combination of education and experience which provides similar knowledge, skills and abilities.
- Proficient with Microsoft Office including Outlook, Excel, and Word. Ability to type 35 wpm and operation of various types of office equipment such as copier, fax machine, 10 key, and computer.
- Ability to communicate effectively, verbally and in writing. Ability to speak Spanish may be required.
- Ability to work independently and as part of a team and to maintain a cooperative, enthusiastic, motivated, team-oriented attitude.
- Must be bondable.

SALARY RANGE

This position is a Pay Grade 12 with starting wage of \$24.48, plus excellent benefit package.

Closing Date: Tuesday, February 4, 2025

If you are motivated, skilled, and seeking better work experience please apply for this opportunity. Email your resume to:

Kara Lutz, Administrative Services Director: klutz@KIDwater4UT.gov 801-968-1011