



Work For Us

Part Time Utility Office Person Level 1

Reports to the Utility Office Supervisor

Starting hourly wage: \$30.77

About North City Water District

North City Water District (NCWD) provides high quality drinking water to our community in a manner that promotes conservation, maintains customers' trust, and protects their financial investment in the District.

Originally incorporated in 1931 as a municipal corporation authorized under RCW 57, North City Water District provides water services to approximately 27,000 people in portions of the Cities of Lake Forest Park and Shoreline, encompassing roughly 8,200 residential and business service connections. We are governed by an elected 3-person Board of Commissioners.

Why Work for NCWD?

We offer an outstanding career with excellent benefits, and a positive, supportive workplace—similar to a family atmosphere at work. Our benefits include...

- Competitive Wages
- VEBA Medical Savings Account
- Participation in State of Washington's Health Care Authority's Medical and Dental Benefit plans
- Long term disability and life insurance
- State retirement and deferred compensation program (Washington PERS & Deferred Comp)
- Prorated: Federal and State Holidays; Vacation and Sick Leave
- Employee Assistance Counseling and Training

North City Water District is an Equal Opportunity Employer. We are also a drug, alcohol, and tobacco-nicotine free work environment.

How To Apply

Phone calls and emails regarding this position will not be accepted, and no emailed applications will be considered.

Submit a completed and signed Employment Application with cover letter and resume to the attention of Paulyne. Applications can be dropped off or mailed to North City Water District, 1519 NE 177th Street, Shoreline, WA 98155. Prior to employment, a criminal history background check and reference checks will be conducted on the top candidates. All employees are subject to drug testing. The first review of applications begins on Wednesday, January 22, 2025.

About The Position

This part-time hourly position supports our office staff in a variety of duties, from computer data entry, customer service, and phone support, to assistance in payment processing and records management. Key tasks are below; specific tasks will vary depending on the business needs of the District:

- Answer phones; greet and assist customers, vendors, and the public in the lobby and at the drive-up window.
- Answer inquiries and find appropriate solutions related to customer accounts.
- Maintain customer account information, address changes, and emergency contact information in District computers.
- Receive and process all customer payments for water usage in the form of checks, cash, and web payments.
- Participate in storing and organizing archived records in compliance with State guidelines and regulations.

Minimum Qualifications (see our website for full details)

- High School Diploma or GED.
- Two (2) years experience delivering exceptional customer service and using a computerized billing and collections system for recording customer payments.
- One (1) year of experience working for a public / government employer (can be concurrent with the 2 years of experience identified above).
- Strong organizational and multitasking skills to complete job duties that entail multiple and often simultaneous deadlines.
- Excellent customer, interpersonal, and problem solving skills.
- Able to multitask/work independently with little to no supervision.
- Proficiency in using 10 key by touch calculator.
- Intermediate to advanced knowledge and experience with Microsoft Excel, and proficiency with Microsoft Word.
- Experience with Springbrook or similar utility billing software.
- Able to speak and write clearly in English.

Work is performed in an air-conditioned office environment, and involves sitting for long periods of time as well as quick movement to the front counter and drive-thru window. The employee must be able to lift 10 to 50-pound cash drawers and files. The employee must be able to calmly and professionally respond to frequent interruptions and the occasional disrespectful customer.