



POSITION DESCRIPTION AND QUALIFICATIONS
Utility Office Person I
Task Group A

FSLA: Non-Exempt | Reports to: Utility Office Supervisor

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POSITION DESCRIPTION:

The Utility Office Person I reports to the Utility Office Supervisor. It is a full-time position but some flexibility in office hours can be arranged with other staff, as long as full coverage is provided to visitors during office hours: Monday through Friday, from 8:00 AM to 4:30 PM.

“Utility Office Person” is the title used for all office staff responsible for the collection and entry of information into the Utility computer systems, including service and support related to these activities. Duties assigned to each Utility Office Person are organized by related Task Groups (e.g., customer service and billing, accounts payable, work orders and inventory, etc.).

New employees begin with the title Utility Office Person I. Over time, the employee will be expected to cross train on one or more task groups, which will allow progression to Utility Office Person II and III.

ESSENTIAL DUTIES FOR TASK GROUP A:

- Reception
- Customer Service and Account Management
- Utility Billing
- Payment Processing
- Event Coordination
- Administrative Support
- Records Management
- Documentation and Training

EXAMPLES OF WORK

Reception:

- Answer phones and greet visitors in the lobby and at the drive-up window.
- Direct customers, vendors, and the public to the appropriate person.



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Customer Service and Account Management

- Answer inquires and find appropriate solutions related to customer accounts, including:
 - Explaining billing policies, practices and regulations regarding rates, billing, payments, etc.
 - Monitor multiple email boxes and responds to customer emails, escrow requests regarding new ownership and any other requests.
- Maintain customer account information, such as change of ownership, change of tenants, name and address changes, and emergency contact information.

Utility Billing

- Process monthly utility billing statements including:
 - Final billing statements
 - Shut off notices
- Process customer account adjustments, such as:
 - Late fee reversals
 - Balance transfers
 - Leak adjustments
 - Return check payments
 - Bank deposit adjustments
 - Redistribution of credits
- Send quarterly consumption data to The City of Lake Forest Park and monthly consumption data to The City of Shoreline Wastewater Utility.
- Participate in the process of selecting and installing software affecting customer accounts, such as Flexnet.

Payment Processing

- Receive and process all customer payments for water usage, which include:
 - Checks and cash received in the office, drive-up window, drop box or mail
 - Direct debits
 - Web payments
 - Recurring payment
- Accept and monitor customer pay arrangements

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Payment Processing, continued

- Receive and process receipts for non-water usage services such as:
 - New development connection fees and charges (WESA)
 - Hookup fees
 - Fire flow charges
 - Antenna rental payments
 - Landlord tenant agreements
 - Service work for repairs
 - Sale of assets – vehicles, property, surplus furniture, equipment, and computers
- Produce daily and monthly payment summary reports

Event Coordination

- Act as the District Point of Contact with the Saving Water Partnership including coordination of the Savvy Gardner Classes
- Coordinate the District's participation in community outreach events such as Shoreline Days, Lake Forest Park farmers market, school events, etc.
- Schedule board room usage

Administrative Support

- Prepare the Blanket Voucher Approval Documents for signature by the Commissioners.
- Help collate the semi-monthly board meeting agenda packets.
- Maintain Resolutions and Minute books, as follows:
 - Scan signed documents to the Network
 - File originals in the resolution and minutes books
- As requested, assist with maintaining other District records, including:
 - Updating and tracking small works, emergency contractors and consultant rosters
 - Entering updates to the District Code book
 - Adding updated sections to the Employee Manual

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Records Management

- Maintain files for Task Group A activities.
- Participate in storing and organizing all archived records in compliance with State record retention guidelines and regulations

Documentation and Training

- Create and update documentation of processes and policies.
- Participate in training as staff rotates to a new Task Group of duties.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Strong organizational skills to complete job duties that entail multiple and often simultaneous deadlines.
- Able to effectively and efficiently multi-task.
- Excellent customer service, problem solving, and interpersonal skills.
- Able to work independently with little to no supervision.
- Proficiency in using 10 key by touch calculator.
- Intermediate to advanced knowledge and experience with Microsoft Excel.
- Proficiency with Microsoft Word and Power Point.
- Experience with Springbrook software or similar utility billing software.
- Able to speak and write clearly in English.

REQUIRED TRAINING AND EXPERIENCE AND LICENSING

- High school graduate or GED equivalency required.
- Associate Degree in administrative services, bookkeeping, or general studies or equivalency.
- Two (2) years in delivering exceptional customer service and using a computerized billing and collections system for recording customer payments.
- One (1) year of prior experience working for a public / government employer (this experience can be concurrent with the 2 years of experience identified above).

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PHYSICAL REQUIREMENTS

This position is performed in an air-conditioned office environment. The work is subject to frequent interruptions from customers, management, and associates. The employee may sit for long periods of time, and is required to move about the office easily and quickly from the front counter to the drive-thru window. The employee must be able to lift 10-15 pound cash drawers and files. The employee must be able to calmly and professionally respond to the occasional disrespectful and demeaning customer.

NOTES

The above job description is intended to represent only the key areas of responsibilities; specific positions assignments will vary depending on the business needs of North City Water District.

All employees are subject to Drug Testing and background checks.