

Provide assistance to customers in person, by telephone and email.

Assistance to customers includes establishing new utility accounts; terminating existing accounts; accepting payments by check, money order or cash.

Making deposits to Coastal Community Bank no less than 1x weekly

Provide information regarding billing, fee structures, delinquencies and account status.

Respond to customer complaints, perform research and analyze account data to provide resolutions. Correspond and communicate information to customers by way of letter, phone or email concerning account issues including but not limited to resolving billing errors, processing new applications, and general information concerning Startup Water District water policies and procedures.

Determine eligibility of adjustments to customers' accounts due to leaks, pool fills, misapplied payments, and meter reading/billing errors. Process adjustments by posting credits and filing supporting documentation.

Calculate escrow/title final billing requests.

Record liens at Snohomish County on accounts past due according to SWD policy

Communicate and work closely with field staff (City of Gold Bar)

Reconcile deposits.

Complete the download and upload process for meter reading and billing; generate and review exception reports and initiate contact with customers regarding high water consumption; monitor and complete all utility billing processes.

Retrieve mail and process from post office.

Perform data entry, filing, copying, scanning, and emailing as required.

Respond to FOIA/Public Records Request according to State law, guidelines and policies

Perform Accounts Payable duties. Including entering bills into software, providing AP approval form for monthly board meetings, retrieving warrants from Snohomish County according to their processing schedule.

Attend and prepare reports and necessary documents (AP, payroll, minutes etc.) for board meetings>

Perform basic payroll, create payroll monthly approval form and submit to Snohomish County according to their processing schedule.

Quarterly taxes and Annual Reporting for Washington State and USDA

Perform other job duties as assigned.