



Job Title:	Utility Clerk I (5/22/25)		
Department/Group:	Finance	FLSA Status:	Non-Exempt
Reports To:	Finance Manager	Position Type:	Full-time
FLSA:			
<p>Non-Exempt (employee is eligible for overtime/compensatory time in accordance with Federal Fair Labor Standards Act, State Minimum Wage Act).</p> <p>Incumbents in this entry level position are generally assigned to one functional area of the Finance Department including utility billing, customer service and permitting on a rotating basis. This position performs all essential duties as described in this description or any other duties as required or assigned.</p>			
Essential Duties and Responsibilities:			
<p>This is not a safety sensitive position. The following statements in each functional area reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the performance standards developed for this position and the District's standards for interpersonal and team behaviors, customer contacts, and supervision. Each functional area will be expected to answer calls and provide customer service.</p> <p>Utility Billing</p> <ul style="list-style-type: none"> • Process meter readings, billings, and adjustments for all District billing cycles. • Prepare final utility bills for customers. • Receive, review, and post utility account adjustments. • Review customer account transactions and prepare refund checks to customers within regulatory timelines. • Prepare final utility bills for customers. • Review billing charges for potential leaks; communicate with customers regarding potential leaks. • Input new accounts for customers into the District billing software. • Input side sewer as-built information into the District's database. • Input billing rate changes into District billing software. • Manage billing inserts to ensure regulatory information is included with appropriate billing cycles. • Receive, track, adjust, and report customer accounts in bankruptcy. • Manage Senior and Disabled Low Income Discount program to include inputting appropriate applications and periodically reviewing accounts for continued eligibility. <p>Customer Service/Cashiering</p> <ul style="list-style-type: none"> • Provides coverage for front counter, assisting customers, vendors, and District personnel by telephone, email, or in person. • Post customer payments received by mail, ACH, counter, and drop box. • Perform research on customer accounts, payments, and other inquiries as needed. • Review accounts for potential leaks; communicate with customers regarding potential leaks. • Calculate leak adjustments. • Manage escrow inquiries, prepare estimated utility charges and final bills. 			

<ul style="list-style-type: none"> • Process duplicate billing requests for renters/property management vendors. • Process delinquency reminders, termination notices, and shut offs. • Receive, process, and collect on customer returned payments (Non-sufficient funds, closed accounts, disputed charges, etc.). • Create customer service orders to check for water leaks, lock and unlock meters, verify meter readings, and other service requests and follow-ups. • Coordinate with operations staff for communications regarding main shutdowns. • Balance cash drawer daily and balance daily payments; prepare bank deposit. <p>Permits</p> <ul style="list-style-type: none"> • Receive, review, and communicate with customers and coordinate with District staff applications for new water and sewer connections/permits. • Calculate new water and sewer General Facility Fees, Latecomers payments, Special Connection Fees, and other new connection fees and charges. • Process and track permits/applications related to ADUs, side sewers, meters, and water use • Open new customer accounts. • Coordinate with various agencies regarding permit issuance (Cross Valley Water, City of Mill Creek, Snohomish County, etc.). <p>Assist with special projects as needed. Other duties as assigned.</p>
Work Schedule:
Typically, District office hours which are Monday through Friday 8:00 am to 4:30 pm with a half hour lunch.
Travel:
Infrequent, offsite meetings, training, and conferences.
Qualifications:
<p><u>Experience/Education:</u></p> <ul style="list-style-type: none"> • Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. Equivalencies may be obtained through at least one year's experience in utility billing or other related customer service experience and a High School Diploma or General Equivalency Diploma (GED). One year of utility customer service/billing experience is preferred. <p><u>Licensing Requirements:</u></p> <ul style="list-style-type: none"> • Be legally eligible to work in the United States.
Knowledge, Skills, and Abilities:
<p><u>Knowledge of:</u></p> <ul style="list-style-type: none"> • Knowledge of utility billing procedures including preparing estimated utility charges and final utility bills. • Knowledge of relational electronic databases.

- Knowledge of word processing, email, spreadsheet, and database programs (i.e., Word, Excel, Outlook, and Access).

Skills in:

- Excellent skills in communication and customer service.
- Intermediate skills with computers and math.
- Intermediate skills in accounting and financial operations.

Ability to:

- Apply independent judgement in the receipt, audit and verification of utility account transactions.
- Perform the essential duties and responsibilities of the position. Reasonable Accommodation will be offered to individuals with disabilities that are able to complete the application process and perform the essential duties and responsibilities of the position.
- Maintain financial records.
- Establish relationships with District personnel at all organizational levels to perform service orders, gather information, and prepare reports.
- Maintain accuracy and conform to established procedures in accordance with applicable laws and regulations.
- Follow oral and written directions.
- Understand, read, speak and write English.
- Operate a multiline telephone system, fax machine, copiers, and other standard office equipment.
- Manage multiple projects concurrently under difficult deadlines.
- Exercise discretion, tact, courtesy, and patience with difficult internal and external customers.
- Work overtime if needed.

Work Environment:

Environment: Standard office setting; frequent interaction with District staff and the general public; exposure to moderate noise levels.

Physical: Incumbents require sufficient mobility to work in an office setting; walk, stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; to stoop, kneel, or crouch; light lifting and carrying; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Hearing: Hear in the normal audio range with or without correction.

Tobacco Free: The Silver Lake Water and Sewer District is a tobacco-free environment within District-owned facilities. The District's policy is to hire only non-smokers, non-chewing tobacco, and non-vapor users.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Reviewed By:		Date:	
Approved By:		Date:	