

Description of Position and Duties

Title: Customer Service I

Status: Full Time Non Exempt Hourly w/ benefits

Salary Range: 11.00 to 15.00 per hour M-F 8:30-5

Supervisor: Office Supervisor

Qualifications:

- Minimum requirement of high school diploma or equivalent
- 1+ year(s) experience in cash receipts, customer billing and customer service
- Must have experience with Word, Excel, Access, and QuickBooks or other accounting software.
- Prefer water utility experience – Bill Master software helpful.
- Current Washington Driver's License and proof of insurance
- Multi tasking in various areas of job requirements
- Strong verbal and written communication skills including customer relations, direct and indirect communication with Office Staff, Field Staff and Management

General Duties:

- Walk in customer service including but not limited to payments, water availability letters, customer/member inquiries
- Answer phone
- Online Credit Card Payments
- Customer service including but not limited to cash, check, and credit card payments, account changes, delinquent billing and shut off
- Delinquent billing and collects
- Daily mail
- Posting daily receipts
- Billing verification and reread reports
- Shut off reports
- Reread and maintenance request
- Backup for Accounts Payable
- Filing
- Other duties as assigned

Qualified Applications can mail a resume to

Summit Water & Supply Co
9701 50th Ave E
Tacoma, WA 98446

Attn: Human Resources