



KITSAP PUBLIC UTILITY DISTRICT
1431 FINN HILL RD
PO Box 1989
POULSBO, WA 98370
OFFICE 360-779-7656
FAX 360-779-3284

Utility Billing and Customer Service Representative Job Description

Job Title : Utility Billing and Customer Service Representative
Reporting To : Customer Service Manager
Department : Customer Service
Job Type : Full-Time
Location : Poulsbo, WA Monday – Friday, varying hours between 7:30 am – 5 pm

Duties and Responsibilities:

1. Directly deal with the customers through various ways: face to face, by phone, by electronic mails responding to account and billing inquiries and adjustments, requests for service and other issues related to water utility services
2. Routine accounting work processing the receipt of customer payments via mail, in person and online and the posting of cash receipts utilizing utility software, invoicing and accounts receivable documentation, maintenance and reconciliation.
3. Processes utility meter readings, connects/disconnects of service, customer inquiries regarding water consumption, leaks and service requests.
4. Basic computer applications using computer to prepare documents, data entry, and e-mail.
5. Manage the customers' accounts; including set up the new account, utility billing, adjustments, finalizing account and any additional billing required.
6. Basic clerical work including, but not limited to, typing, filing and organizing, record keeping, basic mathematics and accounting techniques.
7. Communicates effectively, both orally and in writing with customers, co-workers and others providing feedback and strong problem solving
8. Record the details of every taken action; as well as the complaints, comments, and inquiries from the customers, and maintains confidentiality of information.
9. Works effectively under pressure and with frequent interruptions.
10. Completes work and projects in a thorough and timely manner with strong accuracy and attention to detail. Understands and follows directions from supervisor and others in the company.



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11. Regular, reliable and punctual attendance and with a professional manner.
12. Performs other work related tasks, as assigned.

Academic/Work Experience Qualifications and Skills: Graduation from high school AND three to four years closely related work experience required. College courses in and working knowledge of accounting, utility billing, and computers is highly desirable. Operating 10-key by touch preferred. Extremely strong customer service skills required. Intermediate-level proficiency with Microsoft Office software, especially Outlook, Word and Excel needed. Strong reading and written/verbal/e-mail communications skills needed to communicate clearly to customers, co-workers and others. Accuracy and attention to detail in all work areas involving cash receipts and monetary transactions

Preferred: Associate's Degree in Accounting

Salary: Approximately \$15.00 - \$17.00 per hour or DOE, reevaluated in 3 months

Applicants must have the ability to pass a background check and drug test.

Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, sexual orientation, genetic information

Applicants can submit a cover letter and resume to Rita Dady at rdady@kpud.org.