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Front Office C/S Water Services Representative

JOB DESCRIPTION

Doney Park Water is a private water utility of approximately 3,600 members that covers a forty-four square mile grid. This is an excellent career opportunity. We are looking for an energetic and enthusiastic individual to fill the role of Water Services Representative. The current opening is a benefited full-time position and will be trained and supervised by two employees. The regular work schedule is Tuesday – Friday, 7:00am to 5:00pm. *(Job descriptions are intended to present a general list of the tasks/duties and is not intended to reflect all duties performed within the job)*

The Water Services Specialist is responsible for multiple areas in the front office.

- Accounts Receivable – (multiple payment types, auto pay, etc.)
- Monthly account billing
- Managing backflow program
- Daily service order creation
- Generating disconnect statements
- Account establishment
- Daily leak usage reports & discrepancies
- Water line locate requests
- Customer complaints in person & by Phone
- Non-compliance Issues
- Board meeting preparation & minutes
- Collections
- Blue stake letters
- Invoicing for repairs
- Automated meter reads (processing & trouble shooting discrepancies)
- Monitoring payment arrangements
- Final account billing
- Bank deposits weekly
- Daily cash drawer reconciliation

IDEAL CANDIDATE

- Professional, courteous, and patient customer assistance to the public and with co-workers
- Must have an abundant knowledge of computers and software applications, we operate multiple software programs
- Analytical math skills and troubleshooting is essential
- Knowledge of our By-laws and Tariff's and compliance requirements
- Able to work effectively on their own and under direct supervision
- Data analysis
- Written and verbal communication is critical
- Microsoft office software program knowledge
- Accurate 10key data entry

QUALIFICATIONS

High School Education or GED. Four – Five years' experience in the Utility service industry preferred or a bachelor's degree in a related field. Other combinations of experience and education may be considered. Must possess, or obtain upon employment, a valid AZ driver's license.

SUPPLEMENTAL INFORMATION

All qualified applicants may be required to complete an application in addition to submitting a resume with cover letter. Drug testing may also be required. Applications will be reviewed on a comparative basis and only those most qualified will be selected for an interview. Two to four references are required, and verification will be obtained. A written test may be issued to each applicant at the time of the interview. This position does require extended periods of time sitting at a desk with a computer.

COMPETITIVE WAGE & BENEFITS PACKAGE

Competitive Salary \$19.44/hr. - \$27.44/hr.
401K Program with employer match
Medical Insurance, Vision & Dental (No cost for employee coverage)
Vacation/Sick
Short- & Long-Term Disability
Life Insurance
11 Paid Holidays

Equal Opportunity Employer