



Lake Whatcom Water & Sewer District Job Description

Job Title: Accounts Receivable Technician

FLSA Status: Non-Exempt

Reports To: Finance Manager

Revision Date: April 4, 2025

POSITION PURPOSE:

Primarily performs a variety of accounting and clerical duties, including preparing and processing monthly utility billing statements; receiving and responding to customer service billing questions; maintaining customer accounts; posting cash receipts; and greeting and assisting customers, staff and vendors. Collects and enters meter reading data into the computerized meter reading system. Main point of contact for permit process scheduling, including coordinating development of water/sewer availability determinations and utility connection inspections.

REPORTING RELATIONSHIPS:

Reports to the Finance Manager and does not supervise others.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to:

- Provides customer service on the telephone or at the front counter regarding billing inquiries and customer concerns, and assists with resolving or directing to appropriate District staff for resolution;
- Works closely with property managers and real estate businesses regarding utility bills and development inquiries;
- Coordinates with field crew on work orders and sets priorities based upon demand;
- Performs all tasks related to customer billing including setting up payment arrangements, establishing and entering new accounts, receiving utility, permit and ULID payments, processing final bills, calculating and preparing leak adjustments, billing suspensions and refunds, tracking delinquent payments and collections, initiating shutoffs, and processing billing cycles;
- Balances daily payments, prepares bank deposits, processes payments and posts payments to customer accounts, and generates corresponding reports;
- Monitors ongoing lien activities and generates associated status reports;
- Dispatches field personnel for checking leaks, locking and unlocking of meters, verifying meter readings, and other services;
- Serves as back-up meter reader, responsible for operation of the computerized meter reading system, meter routing and reading sequence, downloading data from meter reading equipment to utility billing systems, and identifying faulty meters;
- Compiles, reviews, and edits a variety of reports related to water/sewer billing and meters;
- Serves as the main point of contact in the development process, including coordination of water/sewer availability requests, coordinating utility connection inspections, and utility service initiation; and
- Performs other related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Generally accepted accounting principles and procedures;
- Customer service techniques and telephone etiquette;
- Computers and applicable software applications;
- Grammar, spelling, and punctuation;
- Filing and file maintenance techniques; and

- Basic office procedures.

Skill In:

- Applying accounting and auditing guidelines, policies and procedures;
- Applying effective customer service techniques, including responding to customer inquiries and complaints in a courteous, understanding and concerned manner;
- Paying attention to detail and accuracy;
- Using a computer and applicable software related to job duties;
- Operate meter reading software;
- Maintain accurate records and prepare appropriate reports;
- Establishing and maintaining effective interpersonal relationships at all organization levels and with the public;
- Communicating with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction;
- Prioritizing work, accommodating interruptions, and meeting deadlines;
- Drive safely in all weather, road, and site conditions according to applicable laws;
- Maintaining confidentiality; and
- Using office equipment such as multi-line telephone system, copiers, and calculators.

Experience/Education:

Any equivalent combination of education and experience that provides the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: Four (4) years of experience in accounting support (governmental experience preferred), billing, cash handling, and customer service or related experience.

Education: High school diploma or GED. Completion of one year of college level coursework in accounting or related vocational training preferred.

Licenses and Certifications:

- Valid Washington State Driver's License.
- OSHA-compliant First Aid/CPR/AED certification

WORKING CONDITIONS:

Primarily performs duties in an office environment with sitting for long periods of time using standard office equipment and a personal computer. The noise level in the work environment is usually moderately quiet. May be required to deal with upset customers. May perform functions in the field with low everyday risks. Field work exposes the employee to inclement weather, roadway traffic, and other conditions that require the employee to use protective clothing and appropriate safety equipment and follow established safety procedures.

PHYSICAL REQUIREMENTS:

This position typically requires stooping, kneeling, walking, pulling, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Frequently lifting, carrying, pushing, or pulling up to 10 pounds and/or occasionally lifting, carrying, pushing or pulling up to 20 pounds. Frequent walking, standing, or sitting most of the time and using arms or legs to push/pull.

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.

Approved: April 4, 2025



Justin, Clary, General Manager