



Position: Account Clerk I

Starting Wage: \$22.61 - \$27.47/hour DOQ +excellent benefits

Position open until filled

First Review of Applications: February 1, 2024

**Apply at the District office or on our website
(www.sweetwatersprings.com)**

The Sweetwater Springs Water District is pleased to accept applications for a full-time Account Clerk at our District office, located at 17081 Hwy. 116, Ste. B, Guerneville. A job description is attached. In addition to wages, the District offers a competitive benefit package that includes:

- ✓ Vacation and sick accrual
 - ✓ Up to 10 paid holidays and an additional 16 floating holiday hours per year
 - ✓ CalPERS Retirement plan
 - ✓ Generous District contribution to a choice of healthcare plans offered thru CalPERS
 - ✓ Full dental and vision insurance
 - ✓ Access to an IRS 457 Plan
- In addition, to be considered applicants must possess a valid California Driver's License and a vehicle to use during the work day.
 - All applications will be reviewed. Based on the information provided, the most qualified applicants will be invited for an oral interview, a typing test and a 10-key test. Employment offers are normally made following reference and background checks and are always contingent upon successful completion of a pre-employment physical examination, which includes drug testing.
 - Direct inquiries to Administrative Manager at (707) 869-4000. Mail, drop off, or email completed applications to:

Sweetwater Springs Water District
PO Box 48
Guerneville, CA 95446
(707) 869-4000
E-mail: sws@monitor.net
Drop Off: 17081 Hwy. 116, Ste. B, Guerneville

Sweetwater Springs Water District

Account Clerk/Receptionist I

Definition:

Under general supervision of and support from the Administrative Manager and Administrative Associate, maintains District billing system database, including but not limited to: Opening and closing accounts, entering meter reads and maintaining meter reading books, preparing monthly bills, logging and reconciling customer payments, generating and entering field work orders, maintaining customer accounts, generating customer correspondence, and handling delinquent accounts. This position also handles front counter and telephone contacts; and performs related tasks as required.

Distinguishing Characteristics:

The I-level classification performs entry-level work on the utility billing system and related office functions under close supervision. (There is a II-level classification -- the full journey-level position -- which encompasses the ability to handle advanced tasks using the computer billing database under general supervision.)

Duties and Responsibilities:

- Maintain District customer database as described in the "Definition" section above
- Performs customer service and receptionist duties, including answering and routing telephone calls and walk-ins
- Generates work orders for the Field and provides information to Field Personnel in person and on the radio
- Processes customer payments, including cash, checks, credit card and online.
- Batches and reconciles payments, and posts to customer billing accounts
- Stuffs and mails monthly bills, and other customer mailings
- Picks up mail from the Post Office and posts Agendas using personal vehicle
- Contacts customers when there is a leak or high usage. Dispatches District personnel for follow-up
- Provides assistance to and limited backup for the Administrative Manager as needed
- Performs other tasks to keep the office maintained and functioning smoothly.

Knowledge and Abilities:

Knowledge of:

- Microsoft Office programs, particularly Excel

- Basic mathematics, with financial recordkeeping experience highly desirable

Ability to:

- Perform mathematical calculations (addition, subtraction, percentages, etc.)
- Carefully and accurately proofread numbers and lists and reconcile reports and statements
- Prioritize projects and work under deadlines
- Write legibly and compose correspondence
- Type at least 40 wpm and use a 10-key machine
- Bend and lift at least 25 pounds
- Work independently
- Work under supervision and follow oral and written instructions
- Establish and maintain friendly working relationships with fellow employees, field crew and public
- Learn and understand District's utility billing system program
- Drive an automobile safely

Required Qualifications:

Experience:

Two years general clerical, customer service, bookkeeping and/or financial record keeping experience in a computer-automated work environment

Education:

High school graduate or GED equivalent; some college-level or equivalent education in bookkeeping accounting courses preferred.

Special Licenses/Certification/Skills:

Valid California Class "C" drivers license, operation of 10-key calculator; type at 40 wpm or faster on computer keyboard, familiarity with Microsoft Office.