



Account Representative

Water & Wastewater Services is currently looking for an Account Representative to support the office management and bookkeeping related to several water system accounts in Whatcom, Skagit and Island County. This position travels to offsite offices four days a week for limited hours and works in the main office for a portion of the week. Office hours are generally 8:00 a.m. to 4:00 p.m. Monday through Friday. Some overtime and evenings are required.

The Account Representative will be responsible for the following duties:

- Customer Service
 - Receiving customer payments and producing monthly accounting of customer activity including nonpayment's, shut off/on activity, late fees and other charges.
 - Billing (monthly, bi-monthly depending on system)
 - Produce and record liens as necessary.
 - Produce monthly consumption reports and usage/loss reports.
 - Prepare and send all necessary notifications to customers.
 - Produce and send Annual WUE reports

- Maintain and Update all records relating to the system including but not limited to:
 - Developer Extension Manuals,
 - UULC Set Up & Updates for Systems,
 - Road Permits for work done in systems,
 - Small Water System Management Plans,
 - System policy and procedures,
 - Oversee and schedule equipment maintenance based on operator recommendations and the system O&M manual.
 - Maintain MSDS and ensure safety equipment is available and functioning.
 - Office procedures manual- update and ensure main office has copy.

- Bookkeeping services for the system.
 - AR/AP
 - Ensuring required Taxes, insurance and licenses are paid and up to date.
 - Do bank deposits as needed
 - Board packets Including, but not limited to minutes, budgets and P&L Reports.
 - Monthly, quarterly and yearly reports to the board, DOH and County as required.
 - Attend board meetings afterhours when necessary.



- Office Management
 - supplies
 - Ensure operators at each site have the required paperwork including an updated duty list, log sheets, current WFI and WQMR.
 - Maintain Office Equipment in Working Order
 - Point person working with Computer Support for the system
 - Manage system policies and procedures
 - Distribute Locates to Operator
 - Assist in large mailings
 - Drop off mail as needed
 - Go to the County as needed
 - Assist water operators as needed

Qualifications:

Required: Candidate must have a positive attitude and proactive approach to work. Candidate must be able to work independently and communicate effectively to the main office. Excellent customer service skills; Clean WA State Drivers License Bachelor's degree or 5 years office experience where bookkeeping and budgeting were required: ability to multitask effectively: detail oriented; be proficient on a PC and the Microsoft Office suite; proficient in QuickBooks; Successful candidate will be able to meet short-range goals while maintaining focus of long-range goals. A clean, valid WA state driver's license is required. Water & Wastewater Services is a drug-free company and the ability to pass a drug test is required.

Preference: Preference given to candidates with work experience with municipalities, billing, board administration, audits, and multi-function companies. Preference will be given to those who have customer billing software experience.

Compensation:

Salary is dependent on qualifications with a range of \$40-65,000. WWS offers a full benefit package, Simple IRA retirement savings plan matching incentive and provides a company car.

Please send Resume and Cover Letters to the following:

Water& Wastewater Services, LLC
Attn: Patty Danninmiller
14263 Calhoun Road
Mount Vernon, WA 98273

For questions please call: 360-466-4443 x205