

**Skamania County PUD No. 1** is seeking qualified applicants for the Accounting Clerk – Customer Service Representative position. Job description and application are available at the PUD office located at 1492 Wind River Rd., Carson, WA or visit [www.skamaniapud.com](http://www.skamaniapud.com) . Recruitment for the position will be open until filled, the first screening will be August 30. Interested applicants must submit a cover letter, resume, and application via email to [jenniferj@skamaniapud.com](mailto:jenniferj@skamaniapud.com) or submit to Skamania PUD, Attn: HR, PO Box 500, Carson, WA 98610. Equal Opportunity Employer.

**Full job description is below**

Skamania County PUD  
Position Description

Job Title: **Accounting Clerk/Customer Service Representative**  
Department: Finance & Administration  
Reports To: Manager of Finance & Administration  
FLSA Status: Non-Exempt  
Prepared By: George Laing - HR Consultant  
Prepared Date: Aug-03-2011, updated January 2014  
Approved By: Brent Bischoff, General Manager  
Approved Date: January 10, 2014

**Declaration: The position description is intended to describe the duties assigned by the Auditor/Manager of Finance & Administration. These descriptions provide the general content of and the requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**

**Summary**

Performs a variety of customer service and utility related duties, computes, classifies, records, and verifies numerical data for use in maintaining accounting records by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provides high quality customer service to PUD ratepayers and other stakeholders in person and over the phone or via email.
- Compiles and sorts documents, such as invoices and checks, substantiating business transactions.
- Prepares daily bank deposit, receives incoming payments from customers, posting daily payments and accurately maintains customer records.
- Verifies and posts details of business transactions, such as funds received and disbursed, and totals accounts to ledgers or computer spreadsheets and databases.
- Uploads meter reading data from MVRS into the Professional Computer Systems (PCS) customer billing system.
- Prepares utility billing for electric and water customers.

- Reconciles month end reports, subsidiary ledgers and bank statements.
- Extracts general ledger information.
- Monitors accounts receivable to ensure that payments are up to date.
- Codes financial transactions for input to financial data processing system according to company procedures.
- Reviews, balances, and interprets computer reports, and makes corrections.
- Assists customers, employees, or vendors by telephone or in person, by answering questions related to accounts, procedures, and services.
- Processes connect and disconnect orders by phone, mail, or in person.
- Initiates, monitors, and ensures resolution of service orders.
- Assists with past due bills and collection on accounts.
- Assists and supports existing staff with related duties, special projects, or other duties as assigned.
- Cashiering and Billing & Collection will be the initial job functions; this position may also be trained and responsible for the functions of Accounts Payable, Payroll and Work Orders, as assigned.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Minimum high school diploma or general education degree (GED), Associates of Arts Degree or higher is preferred that includes entry level Accounting and/or business related courses. At least two years general office/customer service experience, previous utility knowledge a plus. Must be knowledgeable about cash reconciliation and accounts receivable procedures. Excellent written, verbal, organizational, and customer service communication skills required. Must be able to accurately operate a computer

terminal and customer calls simultaneously. Must be proficient in the operation of the 10-key, Word, and Excel.

**Other Skills**

Operation of a variety of office machines, including computer, photocopier, fax machine, postal, and 10-key calculator.

**Other Qualifications**

Must adhere to strict customer records confidentiality and be willing to comply with policies and procedures of Skamania PUD #1. Must be able to interact effectively and courteously with fellow employees, agencies and the general public and be willing to work overtime in the event of a power outage or critical need. This position requires periodic travel for training.

**Accounting Skills**

Understand and apply basic accounting principles in the core job functions of Cashiering, Billing & Collection, Accounts Payable, and Payroll. Enter accounting transactions accurately and perform reconciliations timely to minimize errors and the risk of misstatements.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers and employees of the organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should be proficient with internet navigation, web-based technologies, and applications. In addition, be proficient in the use of PCS Connect and Insight Software and Quick Books, and Microsoft Word, Excel, & Outlook.

**Certificates, Licenses, Registrations**

Valid Washington State Driver's License

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to talk or hear. The employee is occasionally required to move about. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet; however the mailing and folding machinery elevates the noise level when in use.