



Upper Thompson Sanitation District

Job Description

April 2025

Position Title: Customer Accounts Specialist

Responsible To: Customer Accounts Manager

FLSA Status: Non-Exempt

Salary Range: \$41,600 - \$62,400 Annually

Basic Function

Works under the direction of the Customer Accounts Manager. The primary role of this position is to accurately establish new accounts, execute customer billing, and actively resolve customer and administrative issues that arise. This role requires strong communication and organization skills, attention to detail, accuracy, and ability to handle multiple tasks. Customer account management includes collaborating with the District's Collection Department in review of development and construction plans and interpreting and applying District Rules and Regulations. Acts as a point of contact between the District, the Town of Estes Park, Larimer County, and other municipal/utility partners. May serve as a District representative on committees of those partners regarding customer accounts issues, District Rules and Regulations, and new development. Normal work schedule is Monday through Friday 8:00 a.m. – 5:00 p.m.

Essential Functions

The essential functions are not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position. Specific job assignments include the following:

Understand, interpret, and fairly apply the District's Rules and Regulations and perform all duties and tasks in the best interest of the District.

Customer Accounts Management and Billing:

- Develop a solid understanding and fluency of the District's customer accounts software.
- Accurately manage and assist in the workflow of posting and depositing customer payments, including electronic payments, to the appropriate accounts.
- Issue timely communication, documents, invoices, statements, and notices to customers and stakeholders.
- Compile and analyze water and wastewater data collected by District staff and outside sources in an accurate, efficient, and timely manner.
- Apply finance and other fees impartially in accordance with the District Rules and Regulations.
- Establish new customer accounts, modify existing accounts, and process property transfers.
- Pursue collection of delinquent accounts per the Rules & Regulations and coordinate with the Collection Department to post customer notices. File and release liens. Notify Larimer County and the Town of Estes Park of scheduled sewer lateral disconnects.

Development and Permits:

- Coordinate and follow through with contractors and developers to facilitate private service lateral connections and collection system development and initiate associated administrative processes.
- Review development plans and permits to ensure compliance with the District's Rules and Regulations and accurately assess associated fees.
- Attend and participate in planning and development meetings with the Town and Estes Park and Larimer County.
- Conduct fixture inventories in structures of non-metered and metered customers.
- Work with the Collection Department to generate and process utility connection permits for new accounts.
- Generate work orders for the Collection Department and maintain records of work orders submitted.

Financial Reconciliation, Reporting, and Audit:

- In collaboration with the Customer Accounts Manager, provide assistance to the Financial Officer in reconciliation of customer accounts financial data with the District accounting system.

Additional Duties, Responsibilities and Requirements

- Perform office and receptionist duties, including answering the telephone and assisting customers in the office, when the Secretary/Customer Accounts Representative is not available.
- Provide professional and courteous service to customers regarding all business issues, including billing concerns. Conduct research as required for billing and other customer account issues.
- Supporting the Collection Department staff for collection line locates.
- Assist Customer Accounts Manager and other District staff as requested.
- Accurately utilize and enter customer files and other pertinent documents into the Laserfiche repository.
- Participate in public outreach efforts and, at the request of District leadership, attend and participate in Board meetings.
- All other duties as assigned in support of the District.

Education and Experience

Demonstrated education and experience required for this position are most often acquired through the following level of academic training and range of practical experience, or an equivalent combination as stated below:

Minimum Education Required:

High School Diploma or GED.

Minimum Experience Required:

Three to five years of customer service experience and administrative experience with an emphasis on working with customer accounts.

Knowledge and Abilities

Knowledge in:

- Customer service practices such as addressing customer concerns, resolving problems, and handling multiple customer issues at the same time.
- Video conferencing meeting software or related conferencing websites.
- Microsoft Office and Microsoft 365 products, utility billing-software Continental Utility Solutions, Inc. (CUSI), and other relevant software and applications.

Ability to:

- Work safely and professionally.
- Multitask.
- Employ positive, professional, and effective communication skills and, when appropriate, apply conflict resolution principles with the general public- in person, over the telephone, and in written correspondence to ensure successful outcomes.
- Organize and manage time, coordinate, and prioritize multiple tasks and projects, and complete tasks and projects on time.
- Adjust to multiple and changing priorities; remain flexible and open; demonstrate support for organizational changes and improvements; communicate changes effectively.
- Understand, communicate, and enforce regulations and policies.
- Communicate and use interpersonal skills with all staff of the organization sufficient to exchange or convey information and to receive work direction.
- Demonstrate a high degree of integrity and accountability; demonstrate excellent decision-making and problem-solving skills; exhibit sound judgement.
- Demonstrate attention to detail; produce quality, accurate, timely and reliable results.
- Become familiar with historic utility-billing software for historical reference purposes.

Special Licenses or Certificates Required

- State of Colorado Notary Public Certification (Acquired within three (3) months of hire.)
- Valid State of Colorado Driver's License

Physical Demands

This is sedentary work exerting up to 10 pounds of force occasionally. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met. This job will require occasional use of stairs to access items located in the basement of the District's Administration building.

Work Environment

This position resides in a typical office working environment.

Physical Requirements and Work Environment

Frequency Guide			
Rarely (R)	Occasionally (O)	Frequently (F)	Constantly (C)
Less than - 5%	6 – 30%	31% - 70%	Over 70%
Physical Task	Frequency	Physical Surroundings	Frequency
Sitting	F	Extreme Temperatures	R
Standing	O	Inside Work	C
Walking	O	Outside Work	R
Running	R	Walking on uneven surfaces	R
Stooping	O	Working at height	R
Kneeling	O	Other:	
Squatting	O		
Climbing	R	Environmental Conditions	
Balancing	R	Exposure to Chemicals	R
Reaching	R	Exposure to Gases/Fumes/Dust	R
Grasping	F	High Noise Levels	R
Fingering	F	Moderate Noise Levels	F
Handling	F	Vibrations	R
Visual Acuity: Near	C	Light/Power Equipment Ops	R
Visual Acuity Far	O	Heavy Equipment Operation	R
Depth Perception	O	Work in Traffic	R
Color Discrimination	F	Local Travel	O
Peripheral Vision	O	Out of Town Travel	R
Talking	F	Other:	
Hearing	F		
Other:		Weight of Objects Moved	
		Over 100 pounds	R
		Over 50 Pounds	R
		Over 10 pounds	O

Acknowledgment of Receipt

On this _____ day of _____, _____, I received this Job Description and understand its provisions, applications, and requirements.

I understand that this Job Description is not a contract of employment or a promise of employment for any length of time or under any particular conditions. I understand that my employment with the District is “at will”, and that my employment with the District may be terminated by myself or the District at any time.

Employee Signature