

Upper Thompson Sanitation District



This is Home. We Treat it Right.
Responsibly recovering our water resource since 1971

Full-Time Customer Accounts Specialist

As we commemorate our 54th year of environmental stewardship, the Upper Thompson Sanitation District (District) is seeking a meticulous and organized professional committed to advancing our mission of preserving and enhancing the environment and community. Working under the direction of the Customer Accounts Manager, the successful candidate will excel in providing exceptional customer service, establishing new accounts, executing customer billing, resolving customer inquiries, and offering telephone and administrative support.

This position demands strong communication and organizational skills, attention to detail, accuracy, and the ability to manage multiple tasks effectively. 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.

Furthermore, this role acts as a liaison between the District, the Town of Estes Park, Larimer County, and other municipal/utility partners, potentially representing the District on committees with these entities.

The work week consists of 40 hours, scheduled from Monday to Friday, 8:00 a.m. to 5:00 p.m.

Required minimum qualifications include a high school diploma or general education degree (GED) and three to five years of customer service and administrative experience with an emphasis on managing customer accounts. The Customer Accounts Specialist will support the Receptionist/Secretary by performing general office and receptionist duties and assist other District staff as requested. This position requires proficiency in the ability to communicate effectively with fellow staff members and customers, resolve account discrepancies, and multi-task.

UTSD is a drug and tobacco free workplace. Prior to employment, the successful candidate is required to satisfactorily pass a pre-employment substance screening and background investigation.

The annual salary Range is \$41,600 (\$20.00/Hour) - \$62,400 (\$30.00/Hour) depending on education and experience. Employment with the District includes an attractive and competitive employee benefit package including health/vision/dental insurance, PERA 401a retirement plan, paid sick/vacation/holiday time off, life and disability insurance and longevity pay.

The complete job description and employment application are available online at [UTSD.org](https://utsd.org), or at the District Administration Office, located at 2196 Mall Road, M-F 8:00 a.m.- 5:00 p.m. Application, cover letter, and resume may be delivered, emailed, or mailed, to Upper Thompson Sanitation District; ATTN: Sheryl Ponzer, Customer Accounts Manager, P.O. Box 568, Estes Park, CO 80517. Email sheryl@utsd.org

Applications will be accepted until the position is filled.

The District prohibits unlawful discrimination against customers, employees, or applicants for employment, or in any program or activity conducted by the District on the basis of age 40 and over, race, (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, military or marital status, genetic information, or any other status protected by applicable state or local law. The District will make reasonable accommodations for qualified individuals with known disabilities. If any person has a disability and requires a reasonable accommodation to fully participate in District business communications or events, please contact the District Manager (three days before an event) via telephone at 970-586-4544 or dial 711 to connect with Relay Colorado. Additional information may be found at <https://utsd.colorado.gov>.