



## **Soos Creek Water & Sewer District Billing and Customer Service Representative I**

### **Full – Time with Benefits**

**Salary Range: \$63,384/annually to \$85,560/annually - Effective 1/1/2026**

**Starting Salary Range: \$63,384/annually to \$74,472/annually (DOQ) – Effective 1/1/2026**

### **Open Until Filled. First Review on December 30, 2025**

**Soos Creek Water and Sewer District, a public agency located in Renton WA, is accepting applications for the position of Billing and Customer Service Representative I.** Working in a team consisting of an Accounting Supervisor and 5 Billing and Customer Service Representatives, responsible for all customer service and utility billing functions. Receive and respond to customer inquiries regarding accounts and services. Process and balance incoming cash receipts. Open/sort mail and process all data. Answer all correspondence regarding accounts and services via mail, email, phone, voicemail and in person. Process returned mail related to utility billing. Prepare work orders for data changes and closing requests. Perform billing, posting, and balancing of accounts. Open and close utility accounts and process closing bills. Process accounts receivable, customer recordkeeping, delinquent collections, and work orders on a computerized system. Review and prepare work orders from electronic files containing meter reading exceptions data for field crew personnel.

The successful candidate shall be responsible for a variety of tasks as outlined in the job description. To view the full job description, go to <https://www.sooscreek.com>.

### **About the District**

SCWSD is one of the largest Special Purpose Districts in Washington State, located in southwestern King County. The District is a public agency governed by an elected five-member Board of Commissioners. We purchase our water supply from Seattle Public Utilities via a 60-year wholesale water supply contract. Our water service area covers approximately 16 square miles and serves more than 67,500 people. Our sewer service area covers approximately 35 square miles, serving more than 114,000 people within portions of Kent, Renton, Covington, Black Diamond, Maple Valley and unincorporated King County.

SCWSD is an exceptional place to work. Our team of 51 employees includes administration, billing and customer service, finance, engineering, water and sewer operations, information systems, development administration and human resources. We are truly collaborative, working together to meet the District's mission of providing reliable, high-quality water and sewer services in an efficient, cost-effective manner. We focus on our customers, we solve problems, and we aim for success and positive results every day.

We are proud to offer an outstanding benefit package to employees and their dependents. We are invested in your success and growth and offer competitive wages, stability, and a friendly, positive culture. Working at SCWSD you will be helping to ensure we continue to provide essential water and sewer services to our customers. We strive to provide a meaningful job and a lifelong career.

**Minimum Qualifications:**

**Ability to:**

1. Have good public relation skills and able to handle difficult situations.
2. Communicate effectively, both orally and in writing.
3. Work harmoniously with the public and District employees.
4. Prioritize work and demonstrate good organizational skills.
5. Work well under pressure and meet required deadlines.
6. Recognize what needs to be done and the willingness to accomplish such work without direction on each task.
7. Quickly comprehend and carry out instructions.
8. Communicate with customers and to favorably represent the District to the public.
9. Maintain clear, concise and accurate records, and report on items that need attention.
10. Use modern office practices, procedures, and equipment including but not limited to personal computers and Microsoft Office Suite.

**EDUCATION AND EXPERIENCE:**

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge, skills, and abilities would be:

**Billing and Customer Service Representative I**

1. High School diploma or G.E.D. supplemented by courses in accounting, office procedures, and Microsoft Office Suite.
2. One of the following criteria:
  - a) One-year related utility experience.
  - b) Three years' general office experience; including contact with the public, cash handling, and computer experience using Microsoft Office Suite, and database entry.
3. Certifications/Licenses: A valid Washington State Driver's License.

**Benefits Include:**

- Paid Medical, Vision, and Dental for you and your dependent(s)
- Paid Life, AD&D, and Long-Term Disability Insurance
- Voluntary insurance
- Washington State Retirement Plan
- Deferred Compensation Plan 457
- Health Reimbursement Account (HRA/VEBA)
- Continuing education and tuition reimbursement

- Employee assistance program
- 11 paid holidays
- 2 paid floating holidays per year (pro-rated based on date of hire)
- 12 days of paid vacation, increases with longevity
- 8 hours per calendar month of sick leave
- Up to 10 days of jury duty pay
- 3 days paid bereavement leave for a death in the immediate family

To view a full job description or to apply, go to <https://www.sooscreek.com>. Finalists for this position will be required to submit to a criminal background investigation and employment history check.

SCWSD is a Drug Free Workplace and an Equal Opportunity Employer