

Accounts Receivable Specialist/Customer Support

[Legacy Sweetwater](#) 

Lehi, UT 84043

\$20 - \$25 an hour - Full-time

Division of Public Utilities
Docket No. 25-2280-03
DPU Exhibit 1.01R



Job details

 **\$20 - \$25 an hour**

Health insurance, Paid time off, Vision insurance, Dental insurance

 **Full-time**

 **Lehi, UT 84043**

Full job description

Position Summary:

Responsible for managing customer accounts, accounts receivable, collections, billing inquiries, and customer service activities for a water utility company. This position ensures customer accounts are accurate and current, payments are properly processed and applied, outstanding balances are followed up on, and customers receive professional and timely assistance. Billing (UtiliPay) and Accounting (NetSuite) systems are reconciled and maintained.

Key Performance Expectations:

- Accurate and timely posting of customer payments.
- Accurate maintenance of customer accounts.
- Timely follow-up on delinquent accounts.
- Professional and courteous customer interactions.
- Accurate documentation of collection and customer service activities.
- Timely resolution of billing and account issues.
- Protection of customer information and company records.
- Consistent adherence to company policies, procedures, and applicable regulations.

Essential Job Duties:

Accounts Receivable & Billing

- Maintain accurate customer account records and billing information.
- Process and post customer payments received by ACH and credit cards.
- Verify ACH applications and enter banking info in system.
- Reconcile daily payments and deposits to ensure all funds are properly accounted for.

- Review customer accounts for outstanding balances, unapplied payments, credits, and billing discrepancies.
- Research and resolve payment posting and account balance issues.
- Prepare and maintain accounts receivable reports.
- Process account adjustments, credits, refunds, and corrections in accordance with company policies.
- Enter Monthly meter readings and then bill monthly – reconcile accounts with NS
- Maintain organized and accurate customer and financial records.
- Review water meter applications, ensure customers are current, bill for the new connection and coordinate with the field to schedule.
- Assist with month-end accounts receivable reconciliation and reporting.Collections
- Monitor customer accounts for past-due balances.

Customer Service

- Answer customer questions regarding bills, payments, rates, fees, account balances, and payment options.
- Provide clear explanations of utility billing procedures and company policies.
- Assist customers with setting up electronic payment methods, including ACH and credit card payments.
- Research customer concerns and work toward timely resolution.
- Handle customer complaints professionally and courteously.
- Update customer contact information, billing addresses, service information, and account records as needed.
- Explain applicable utility rates and charges to customers.
- Assist customers and title companies with account transfers, new accounts, account closures, and other routine account changes.
- Coordinate with field and management personnel when customer issues require additional assistance.
- Maintain a professional and helpful attitude during difficult or sensitive customer interactions.

Administrative Duties

- Maintain accurate records, correspondence, payment documentation, and collection notes.
- Prepare customer notices, delinquency communications, and other account correspondence.
- Assist management with reports related to accounts receivable, collections, customer accounts, and cash receipts.
- Maintain compliance with company policies and applicable utility regulations.

- Protect confidential customer and financial information.
- Contact customers regarding delinquent accounts through telephone, email, letters, and other approved communication methods.
- Confirm contact information on each customer and locate contact information on all accounts especially past accounts.
- Explain outstanding balances, payment requirements, late fees, and collection policies to customers.
- Document all collection activity and customer communications in the account record (Talkdesk or other system)
- Work professionally with customers to resolve outstanding balances.
- Escalate seriously delinquent or disputed accounts to management when appropriate to prepare liens on properties.
- Maintain confidentiality of customer financial and account information.

Required Skills & Qualifications:

- High school diploma or equivalent preferred.
- Previous accounts receivable, collections, billing, bookkeeping, or customer service experience preferred.
- Strong attention to detail and accuracy.
- Good communication and problem-solving skills.
- Ability to handle confidential financial information.
- Ability to work professionally with customers regarding past-due accounts and billing disputes.
- Basic knowledge of Microsoft Office, email, spreadsheets, and Utilipay and NetSuite experience preferred
- Ability to learn and effectively use customer information and utility billing systems.
- Strong organizational skills and ability to manage multiple priorities.
- Ability to work independently while also functioning effectively as part of a team

Pay: \$20.00 - \$25.00 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance