

Clark Regional Wastewater District

SUPPLEMENTAL QUESTIONS

Recruitment: **Account Specialist**

June 2020

Dear Applicant:

Please submit a written response to three supplemental questions below, along with your cover letter and resume. Completion of these questions is required for your application to be considered complete. Limit your typewritten responses to one page per question (single space, 12 pt. font).

The successful Account Specialist will possess strong oral and written communication skills, will enjoy providing superior customer service, and will take ownership of accounting applications like customer billing and payment receipting.

Please answer the three questions below, so we can understand your background and ability to work effectively in our Finance Department and here at the District.

1. Describe an experience where you demonstrated strong oral communication skills to a customer or stakeholder, either over the phone or in person, and how the customer responded.
2. Situation: A District customer has not paid their last three utility bills (and the District is unable to shut off sewer service).
Action: Write a letter to that customer requesting payment before the past due account gets turned over to a collection agency.
3. Describe a situation which required you to build customer relations over a period of time and what you did to maintain that high level of customer satisfaction.