

ACCOUNT SPECIALIST

CAREER OPENING



Clark Regional Wastewater District (District) seeks an Account Specialist to join their Customer Account Team. The Account Specialist is a customer-focused professional who provides customer service and account management for District customers.

KEY RESPONSIBILITIES

- Provide professional service support to customers and stakeholders in varied situations and circumstances
- Answer, research and respond to customer requests for account information
- Generate utility billing and facilitate past due processes
- Amicably resolve customer complaints
- Maintain accurate records to document funds received or paid on customer accounts
- Reconcile various accounts receivables subledgers to the general ledger
- Daily receipting and batching of customer payments
- Establish and maintain professional, effective working relationships with team members, customers and stakeholders

QUALIFICATIONS

Any combination of education and experience that provides the requisite knowledge, skills and abilities. Typically this can include:

- High school diploma or GED
- Two (2) years of post-secondary coursework in accounting or bookkeeping preferred
- Three (3) years of work experience in an office, finance or accounting environment
- Three (3) years of work experience providing telephone customer service support
- Experience with computer accounting, utility billing, and payment software systems (e.g. Springbrook)



COMPENSATION & BENEFITS

The District provides employees the resources to grow professionally and stay happy and healthy. Compensation and benefits include:

- 100% employer-paid medical, dental and vision (employee and family)
- Paid vacation and sick leave
- Public Employee Retirement System (PERS)
- Flexible Spending Account (FSA) for medical and dependent care
- Education assistance program
- Training and development
- Basic life insurance
- Long-term disability

Salary range: \$5,101 to \$6,668 per month

Starting salary: \$5,101 to \$5,832 per month, depending on qualifications.

HOW TO JOIN OUR TEAM

Position remains open until filled.

For more information or questions, contact:

Kim Gribner, HR Specialist

360-360-5303 / kgribner@crwwd.com

[Apply at crwwd.com/jobs/](https://www.crwwd.com/jobs/)

An Equal Opportunity Employer.

Physical Address:

8000 NE 52nd Court
Vancouver, WA 98665
360-750-5876

www.CRWWD.com



ABOUT THE DISTRICT

The District's mission: Provide customer-focused, professional wastewater services in an environmentally and financially responsible manner.

Formed in 1958, the District provides reliable, affordable service to more than 125,000 people. The District supports economic development while protecting public health and the environment.

Ensuring residents have access to high-quality sewer service at competitive and stable rates is important. The District achieves this through proactive planning, sound financial management, and a regional approach to governance and service delivery. Recent initiatives such as the Discovery Corridor Wastewater Transmission System (DCWTS), Discovery Clean Water Alliance (Alliance) and City of Ridgefield Collection System Transfer have not only supported local economic growth, but also helped to ensure low and consistent rates for our customers well into the future.



The District's unique approach to serving the community has led to recognition with several awards and accreditation:

- GFOA Distinguished Budget Presentation Award, 2016-2025
- GFOA Certificate of Achievement for Excellence in Financial Reporting, 1988-2024
- *Vancouver Business Journal* inaugural Catalyst Award in 2015 for DCWTS
- Governor's Smart Communities Award in 2013 for Alliance
- APWA Accredited since 2005



WHY JOIN THE DISTRICT?

- **A professional utility.** An industry leading utility devoted to serving its growing customer base with professional staff and services.



- **A great place to work and live.** You'll find a healthy work/life balance, along with affordable homes, a variety of outdoor activities, impressive school districts, and a foodie's paradise nearby. Recreational opportunities abound within an hour drive to the mountains or the coast.
- **A passion for the community.** Whether growing food together, presenting at public safety fairs, or participating in local parades, the District and its employees strive to give back and engage the community.
- **The chance to make a difference.** Our workplace is big enough to make things happen, but small enough to celebrate the contributions of each employee.

