



Billing Clerk / Receptionist

LEWISTON ORCHARDS IRRIGATION DISTRICT

Compensation

\$26.07 Hourly

Benefits Offered

Medical, Life, Dental, PERSI

Employment Type

Full-Time

We are seeking a dependable person with a professional presence and pleasant voice to fill the position of Billing Clerk / Receptionist. Become a part of our team!

Responsibilities:

- Provides professional customer service to patrons both in person and over the phone.
- Create work orders for the field crews to perform service work as needed.
- Accurately posts payments to accounts and reconciles daily transactions.
- Serves as the primary back up for the front desk position when needed.
- Works closely with meter reader and field crews to troubleshoot meter readings and service issues.
- Reviews, troubleshoots and applies domestic and irrigation meter reads.
- Ensures accurate domestic and irrigation billing, including reminder notices and final shut-off notices, while maintaining compliance with Idaho codes and statutes.
- Coordinates with title companies to provide current account balances and prorated amounts due for property closings within the LOID service area.
- Manages account maintenance, including ownership transfers, name changes, acreage adjustments and other customer updates.
- Applies interest and penalties for both irrigation and domestic accounts in accordance with District policies and Idaho codes and statutes.
- Performs meter change-outs and manages meter inventory.
- Updates the GIS system with new owner and meter information.
- Researches and resolves complex issues related to property development, annexations, changes in dwelling units and service requirements.

Qualifications:

- Minimum of two years of customer service, office administration, utility billing, or accounting experience preferred.
- Strong interpersonal and communication skills with the ability to provide courteous and professional service to patrons, co-workers, and outside agencies.
- Ability to accurately process financial transactions and maintain confidential information.
- Knowledge of general accounting principles and cash handling procedures.
- Proficient in Microsoft Office applications, including Word, Excel and Outlook, with the ability to learn specialized billing and GIS software.
- Strong organizational skills with the ability to manage multiple priorities and meet deadlines with a high degree of accuracy.
- Ability to analyze and resolve problems involving billing discrepancies, meter readings, account changes and service requests.
- Working knowledge of Idaho codes and statutes related to utility billing and collections or the ability to acquire such knowledge.
- Ability to interpret maps, legal descriptions, property records and apply information to customer accounts and GIS records.

About LOID:

The Lewiston Orchards Irrigation District (LOID) is a water purveyor for the Lewiston Orchards. We deliver clean, safe drinking water and untreated irrigation water to approximately 20,000 people.