



Fair Oaks Water District Job Description

Accounting Specialist Customer Service

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Operations Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2026
ANNUAL SALARY RANGE: \$62,899.20 - \$84,884.80
JOB CLASSIFICATION: Regular Full-Time

General Statement of Job

Under direct supervision of the Customer Service Manager, performs billing, accounts receivable and collection process for all water accounts with the Fair Oaks Water District (FOWD); regularly resolves and responds accordingly to more difficult and complex customer service complaints requiring advanced knowledge of policies and procedures relative to customer service; performs a variety of complex clerical and account maintenance duties; performs and leads clerical work involved in maintaining accurate records; answers and/or re-directs customer service requests; receives and accounts for money; leads in performing routine billing and collections functions; provides specialized accounting support; offers administrative support to managers or others when requested and performs any other related duties that may be required.

Essential Functions

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Provides leadership and support to Customer Service staff to ensure customer service calls and in-person requests are answered in a timely, efficient, and knowledgeable manner. Responds to customer service escalations.
2. Responds to public inquiries in a courteous and friendly manner; ability to apply and communicate policies and regulations regarding water service, billing, and meters to customers; provides information within scope of knowledge or refers to the proper FOWD staff member; greets and accommodates visitors and customers at the counter, respond to their inquiries as needed.
3. Ensures timely processing of all payments received.
4. Leads in performing routine billing functions; prepares invoices for each billing cycle; maintains the accuracy of correct billing amounts; ensures timely mailing of invoices.
5. Provides specialized accounting support for routine billing and account reconciliation.
6. Leads in administering the routine collection process including posting and mailing of late notices, disconnect notices, and water service disconnects.
7. Reviews County Records as required for ownership change information; initiates the ownership change process for new owners; updates the billing system with accurate billing information.
8. Coordinates, updates, and maintains customer EFT payment accounts and processes.
9. Administers the processing of duplicate bills, prorated bills, returned mail & returned checks within a 24-hour period.
10. Investigates disputed bills and payments; makes necessary account adjustments as approved by management.

11. Assists customers in establishing or maintaining an account in the online billing portal.
12. Responds to the more complex and difficult customer inquiries and complaints pertinent to billing, fees, rate structures, and water services.
13. Prepares a variety of reports as directed.
14. Logs customer requests for change of address, new homeowner, billing cycle changes, and billing adjustments. Makes necessary adjustments to customer accounts within 24 hours of adjustment request.

Other Duties

1. Checks and responds to customer service email and voice mail daily.
2. Assists with and coordinates billing cycles.
3. May coordinate agendas and participate in conducting customer service meetings.
4. Ensures adequate billing postage and supplies are always available to FOWD staff.

Job Standards/Specifications

Knowledge of:

- Advanced principles and practices of customer service procedures and methods of resolving complaints.
- Advanced accounting techniques.
- Current billing practices and financial record keeping methods.
- District billing practices and fiscal record keeping methods.
- Computerized billing and service information systems.

Ability to:

- Work flexible schedule, including occasional evenings and weekends.
- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Research and evaluate information regarding customer service and payment problems.
- Adhere to all policies, procedures & standards of FOWD and pertinent federal, state, and local laws relating to position functions.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Analyze and evaluate customer complaints.
- Coordinate customer service functions with other FOWD functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding FOWD services and complaints.

Typical Physical Activities

- Exert light to moderate physical effort in sedentary to moderate work involving sitting most of the time but may involve walking or standing for brief periods.
- Use fine and gross motor coordination in performing, preparing reports and walking to meetings, driving, and entering data into the computer.
- Travel infrequently by vehicle for District related duties and activities.
- Coordinate eyes, hands, and fingers to perform semi-skilled tasks including typing and calculating.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

- Work primarily in an office environment, some outdoor work may be required.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Desired Qualifications

- Minimum of two years' experience processing accounts receivable.
- Minimum of five years' experience in customer service
- Intermediate to advance skill in current Microsoft Office Applications
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

Required Licenses/Certifications

- Graduation from high school or equivalent.
- Valid CA Driver's License.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print):

Signature:

Date:

Manager: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date: