Bona Vista Water Improvement District

2020 West 1300 North, Farr West, Utah 84404
Phone (801) 621-0474

Assistant Billing Clerk – Bona Vista Water Improvement District

Work Schedule & Compensation

- Full-time | Monday through Friday
- Competitive salary and benefits package based on experience and qualifications

About Our Company

Bona Vista Water Improvement District provides safe, clean drinking water to the residents of Farr West, Marriott-Slaterville, Harrisville, Plain City, and parts of West Haven and Pleasant View. Established in 1956, we are a certified public water provider fully compliant with Utah Division of Drinking Water standards. Our mission is to deliver high-quality culinary water with exceptional service and a focus on environmental responsibility. Staffed by certified Utah Operators, including specialists in backflow prevention; we maintain a trusted, reliable water system that supports the health and growth of our communities.

Position Summary

We're seeking a **detail-oriented, dependable, and service-minded** individual to join our team as an **Assistant Billing Clerk**. This full-time position plays a critical role in our utility office, handling both clerical and customer-facing responsibilities to ensure smooth utility billing operations.

Key Responsibilities:

- Provide courteous and efficient customer service in person, over the phone, and via email.
- Process utility payments and account updates using Caselle Government Accounting Software.
- Prepare and dispatch service work orders; track their completion.
- Sort and post daily mail and payments accurately.
- Maintain customer account records including new service setup, transfers, billing options, and address changes.
- Administer auto pay and paperless billing enrollments.
- Generate and mail final bills, delinquency notices, and leak notifications.
- Assist with utility service disconnections and apply penalties as needed.
- Update garbage/waste billing based on city-provided reports.

- Reconcile daily cash drawers and prepare bank deposits.
- Provide backup support for utility billing operations in the absence of the Billing Clerk.
- Handle all transactions with a high degree of accuracy and confidentiality.

Qualifications Required:

- High School Diploma or GED equivalent.
- Proficiency in Microsoft Office applications and 10-key data entry.
- Strong written and verbal communication skills.
- Ability to remain calm and courteous in stressful or challenging situations.
- Excellent organizational and problem-solving abilities.
- Ability to multitask and prioritize duties with frequent interruptions.
- Professional demeanor and commitment to teamwork.
- Previous experience in billing, customer service, or municipal operations.

Preferred:

- Experience with Caselle Government Accounting Software.

What You Will Experience:

- Work is performed in a standard office environment.
- Regularly required to sit for extended periods, use computers and phones, and perform data entry.
- Repetitive wrist, hand, and finger movements.
- Occasional standing, walking, bending, and lifting up to 25 lbs.
- Clear communication with customers and staff via phone and in person.

A great opportunity to contribute to a vital public service in a supportive team environment!

Employment is subject to passing a mandatory pre-employment drug test

TO APPLY - Please submit the Bona Vista Water application, along with your resume and cover letter, to shauna@bonavistawater.gov by 4:00 p.m. on October 29, 2026; the application is also available at bonavistawater.gov.

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