



Sunnyslope Water District

Applicant Name: _____

Account Technician

Supplemental Questionnaire – 2023

OVERVIEW: The purpose of this questionnaire is to provide applicants the opportunity to elaborate in greater detail on their experience and training submitted as qualifications for the Account Technician position. This supplemental questionnaire will be used to obtain specific job-related information to assist the District in choosing candidates to participate further in the selection process.

INSTRUCTIONS: Print this page to use as your cover sheet, print your name at the top, and sign and date at the bottom. On separate paper, and limiting your response to **no more than three pages**, provide your answers to each of the questions outlined below. Be sure to include your name on each page of your response. Attach your responses to this cover sheet.

Submit your completed questionnaire, along with the required District employment application, before the application deadline date and time as posted in the job announcement. Résumés will be accepted as supplemental information but *not* in lieu of the District application. Applicants failing to submit a completed supplemental questionnaire and a District application will not be considered for the position.

QUESTIONS:

1. What is your experience as an Account Technician performing the typical duties described per the Sunnyslope County Water District Account Technician Job Description?

Your response should describe:

- your experience with technical and clerical accounting duties as they relate to accounts receivable and/or utility billing,
- some specific accounting duties you have performed as they relate to the duties and qualifications of the job description,
- your years of experience in each area and any experience working in the public sector,
- your experience with job duty rotation, and
- what accounting software you have experience using.

Also discuss your experience with creating and maintaining spreadsheets:

- be sure to include how you would rate your skill level with Excel or other spreadsheet software (basic, intermediate, advanced, or power user). Knowledge of Tyler-ERP-Pro is highly desirable.

2. What is your experience in the customer service area?

Describe how you would give good customer service in general and then also to:

- an irate customer,
- a talkative customer, and
- a misinformed customer.

3. Do you have any special expertise or skills relevant to this position that you would like us to consider?

Please describe in detail. Spanish language skills are highly desirable.

Certification of Applicant: I certify that my responses attached hereto are true and complete to the best of my knowledge. I understand that any false statements of material facts will subject me to disqualification or dismissal.

Signature: _____ Date: _____