

Job Title: Utility Billing/CIS Support Specialist**Location: Portland, Oregon****Summary**

As a Utility Billing/CIS Support Specialist, you will aid clients in troubleshooting, problem solving and understanding how to best use their Springbrook financial software applications.

Responsibilities

- Assist clients in software issue resolution
- Document actions taken during client issue resolution; complete follow-up as necessary
- Escalate high-level issues to appropriate staff member

Required Qualifications

- Knowledge of general office software and computers
- Exhibits top-notch customer service skills
- Demonstrates effective problem solving ability
- Possesses excellent written and verbal communication skills
- Ability to work both independently and as part of a team
- Experience working with Utility Billing and AR systems as a user preferred

Education Requirements

- Bachelor's degree in Accounting or Business preferred, or equivalent work experience

Work Hours

- Members of the support team are hourly (non-exempt) employees and as such are eligible for overtime pay when applicable, but will generally perform no more than 40 hours of work per week. Due to the nature of the position, tardiness or leaving early is not acceptable.