



OUR PROMISE to our Customers, to our Employees, and to our Community, that you will know that **WE CARE!**



Kearns Improvement District (KID) is seeking a motivated and detail-oriented *Water Utility Administration Intern* to join our team. This temporary, part-time position offers a unique opportunity for a college student to gain hands-on experience in local government, public administration, utility operations, customer service, and data analysis while continuing their education. As one of Utah's premier water and sewer utility providers, KID serves thousands of residents and businesses throughout the community. This internship provides valuable exposure to the public sector and an opportunity to contribute to projects that directly impact our customers and community. Flexible scheduling is available to accommodate class schedules and expected to endure through the 2026 fall semester.

Examples of key responsibilities for the needed Water Utility Administration Intern are:

Exemplifying the District's mission by delivering the promise of "WE CARE" when interacting with customers, employees, and the community. This position works under the general supervision of the Office Supervisor and Director of Administrative Services and may receive assignments from other District personnel.

- Provide exceptional customer service by assisting customers in person, by phone, email, and mail correspondence.
- Research and resolve customer questions regarding utility accounts and services.
- Process utility payments and assist with opening, closing, and transferring customer accounts.
- Review customer account information to verify ownership records and identify delinquent accounts while following established compliance and collection procedures.
- Prepare, track, and complete service orders related to water and sewer service, leaks, repairs, new connections, and disconnections.
- Communicate service order updates and findings to customers.
- Assist with data collection, reporting, analysis, and visualization projects using Excel and Power BI.
- Support water conservation initiatives and the implementation of new technologies that improve operations and customer service.
- Assist supervisor, director, and other District personnel on special projects.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

- Currently enrolled in an accredited college or university pursuing a degree in: Public Administration, Environmental Science, Sustainability, Data Analytics/Data Science, Business Administration, Information Systems, or a closely related field.
- Working knowledge of Microsoft Office applications, including Outlook, Excel, and Word.
- Experience with or interest in Power BI, data visualization, reporting, or data analysis preferred.
- Strong verbal and written communication skills.
- Excellent customer service and problem-solving abilities.
- Ability to work independently and collaboratively in a team environment.
- Bilingual skills are encouraged.
- Must be bondable.

SALARY RANGE

This position is a Pay Grade 12 with starting wage of \$24.25.

Closing Date: Thursday, August 6, 2026

If you are motivated, skilled, and seeking better work experience please apply for this opportunity. Email your resume to: **Kara Lutz, Administrative Services Director:** klutz@KIDwater4UT.gov 801-968-1011.