



PUBLIC UTILITY DISTRICT NO. 1 OF
GRAYS HARBOR COUNTY, WASHINGTON
Job Description

POSITION TITLE:	Customer Service Support		
PURPOSE OF POSITION:	Provide prompt, courteous, and efficient customer service.		
REPORTS TO:	Customer Service Director; Customer Service Supervisor		
DEPARTMENT:	Customer Service	SUPERVISES:	N/A
SALARY LEVEL:	N/A	FLSA:	Non-Exempt
UNION AFFILIATION:	IBEW Local 77, "BA" Group		

DUTIES AND RESPONSIBILITIES

Mail

- Pick up and make deliveries.
- Operate mail and payment processing equipment.
- Process inter-office mail.
- Maintain adequate supplies for mail processing in the Customer Service Department.
- Properly dispose of confidential documents from the Customer Service Department.
- Process outgoing mail.

General Office Support

- Operate standard office equipment and machines such as computer, fax, calculator, copy machine, and multi-line telephones.
- Process returned mail.
- Sort and file records, correspondence, contracts and other documents.

Customer Contact

- Answer and route incoming calls at switchboard.
- Direct customers to correct departments within the District.
- Provide backup and fill-in for Customer Service as necessary or assigned.
- Respond to customer general billing inquiries, e.g. calculation of residential and/or small commercial billing rates.
- Generate edits and update customer records.
- Serve as the first line of customer contact, which includes handling confidential information and documentation.

Customer Accounting

- Maintain adequate monetary supply and balance safe.
- Balance and post cash receipts from District offices and pay stations.
- Prepare bank deposits daily.
- Process agency payments.
- Sort and distribute customer correspondence.
- Perform cashiering duties.

Miscellaneous Duties

- Participate in District sponsored training.
- May be requested to work overtime.
- Process change order requests for Support staff.
- Perform other related duties as assigned.
- Assist in providing training as needed.

QUALIFICATIONS

Knowledge, Skills, and Abilities (KSAs)

- Experience in clerical functions, including using personal computers, filing, calculators, and ten-key.
- Ability to accurately handle money transactions, including balancing receipts.
- Ability to operate a multi-line switchboard, handling large numbers of calls per day.
- Ability to meet and converse with the public in a courteous and friendly manner.
- Ability to communicate effectively both verbally and in writing and possess exceptionally good* human relations skills.
- Ability to deal tactfully, effectively and courteously with upset customers or when under pressure.
- Ability to use sound judgment when problem solving.
- Ability to establish effective working relationships with District personnel, customers, and the public.
- Ability to understand and follow instructions.
- Ability to work in a large office, dealing with a variety of personality styles.
- Ability to be punctual and regular in attendance.
- Ability to multi-task, plan and manage time effectively.
- Ability to work with or without supervision.
- Knowledge of fundamental mathematics.
- Ability to write and print legibly.
- Ability to use office equipment, including mail processing equipment and a postage machine.
- Ability to maintain confidentiality of restricted or private information and records, and effectively handle sensitive matters.

*Exceptionally good is defined as a person who has the following characteristics: Uses good judgment, listening skills, is positive, cooperates, treats people with dignity and respect, willingness to help others.

Education and Experience

- High school diploma or equivalent is required.
- Post high school education or training, or comparable work experience that aligns with the requirements of the position is preferred.

Preferred Qualifications

- One (1) year of experience in customer service or closely related positions, and a solid understanding of effective customer service functions, cash handling, and general office procedures.

Other Requirements

- Possess a valid Washington State Driver's license and qualify for the District's auto liability insurance.

WORKING CONDITIONS

- Work is performed in a busy office setting, with long periods of sitting and/or standing.
- Work may require driving to off-site locations.
- Work involves interaction with customers who may at times be upset and verbally abusive.

PHYSICAL ACTIVITIES

- Hand-eye coordination is necessary to operate a personal computer, computer terminal, and other office equipment.
- Interaction with customers via telephone or in person.
- Processing outgoing mail requires constant machine monitoring, fast-paced back and forth walking; retrieving and feeding envelopes.
- Occasional lifting is necessary up to 50 pounds (non-essential).
- Lifting of up to 5 pounds occurs regularly.

Review and Approval of Job Description		
By signing below, I agree the job duties described above accurately reflect the work performed by this position.		
Supervisor/Department Head	(Signature) <i>Kathy Moore</i>	Date 5-15-19
General Manager	(Signature) <i>D. L. W. J.</i>	Date 5-15-19
		Received by Human Resources (Initial and Date) <i>SA</i> 5/15/2019