

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

POSITION TITLE: Customer Service Engineer
PURPOSE OF POSITION: Design new or modified electric service facilities in response to customer inquiries.
REPORTS TO: Engineering Services Supervisor
SUPERVISES: None
UNION AFFILIATION: I.B.E.W, Customer Service Engineer Group

DUTIES AND RESPONSIBILITIES

- A) Customer Contact
- 1) Interact with customers to determine needs; design, layout and stake line extensions in accordance with the District's construction standards and electrical service requirements as they relate to new or modified customers.
 - 2) Prepare cost estimates for customers, including fees for service.
 - 3) Ensure customer understanding of contract terms and conditions.
 - 4) Be responsive to customer questions and concerns; investigate customer high-usage complaints.
 - 5) Ensure that interaction with customers meets the District standards of courteous customer service.
 - 6) Prepare correspondence to customers on subjects related to extensions provided by the District.
- B) Job Layout
- 1) Calculate cost estimates for any District extension; itemize material and labor costs.
 - 2) Coordinate projects with Line Department, contractor and public agencies.
 - 3) Prepare work sketches and construction material lists for customer projects.
 - 4) Conduct job site inspections to ensure projects meet governmental and District standards.
 - 6) Prepare permits and easements as required by the District.
 - 7) Perform underground locates as required.
 - 8) Perform other related duties as assigned.

QUALIFICATIONS

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of applicable laws, codes, and accepted safety practices relating to electrical utility work.

Working knowledge of basic fundamentals of electricity, distribution (both overhead and underground).

Ability to effectively work on multiple projects simultaneously.

Ability to effectively communicate with customers, contractors and District personnel.

Knowledge of engineering fundamentals; drawing and designing; mathematics; personal computers and AutoCad.

Knowledge and understanding of the N.E.C., NESC and required WAC rules.

Ability to learn rate schedules, District service policies, and District construction standards.

Ability to observe all health and safety regulations and use safety equipment when necessary.

Ability to understand map reading.

Demonstrated ability to communicate effectively orally and in writing with all levels of the organization, with contractors, and with customers.

Demonstrated ability to complete assignments in a timely and accurate manner.

Ability to work independently, with little or no supervision.

Demonstrated ability to problem solve.

EDUCATION AND EXPERIENCE

Must have a two (2) year Science Degree and five (5) years of experience in the electrical field, or equivalent education and experience. A Bachelor of Science degree in Electrical Engineering is desirable.

OTHER REQUIREMENTS

Must possess a valid Washington State driver's license and qualify for the District's automobile liability insurance.

Must obtain a valid First Aid/CPR card through training provided by the District.

WORKING CONDITIONS

Work is performed in office and outdoor settings. Individual may be exposed to conditions and hazards from obstacles, heights, and open trenches associated with construction sites. Individual is exposed to electrical high voltage lines. Outdoor work is performed in all types of weather conditions. Indoor work requires extended work at a desk, speaking to customers via phone or in person.

PHYSICAL ACTIVITIES

This position requires traversing all types of terrain. Repeated entering and exiting motor vehicles, and long periods of driving may occur. Hand-eye coordination is necessary to operate computers, motor vehicles and various equipment. Sufficient voice and hearing abilities are necessary to communicate in person, radio, via e-mail or telephone.