



Position Opening
Customer Service Representative I or II
Salary Range \$3,111 – \$4,494/Mo.
DOQ FLSA covered position
Open until filled

Public Utility District No. 1 of Thurston County, Washington

Currently Recruiting Customer Service Position

Thurston PUD is currently recruiting for an entry to journey level Customer Service position. We would hire at the level best suited to the knowledge, skills, abilities, and aptitude of the successful candidate.

This position works primarily servicing customer accounts, ensuring proper billing of all utility accounts, and providing administrative support to the operations of the District. Additional information about the position is in the attached job description.

Interested Candidates should submit cover letter, resume, completed job application and answer the supplemental questionnaire below.

Supplemental Questionnaire for Customer Service Position – Please provide short answers to the following questions. Applications that have not included the supplemental questionnaire will not be considered.

1. Outline and discuss your understanding of the role a customer service representative plays in a water utility.
2. Explain how you would diffuse a customer who is unhappy about a large water bill caused by a leaky service line at the customer's residence.
3. Tell us if you have any unique qualifications or experience that would make you particularly valuable in this customer service position.

Commissioners

Linda Oosterman – District 1

Russell E. Olsen – District 2

Chris Stearns – District 3



Providing safe, reliable, affordable, and sustainable service.

Thurston PUD Customer Services Representative I

Reports to: Assistant General Manger

Supervisory Duties: None

PRINCIPAL PURPOSE OF JOB

Serves as the point of contact to facilitate customer transactions with the District by providing information, responding to requests for service, handling customer complaints, and maintaining related records.

ESSENTIAL FUNCTIONS –Essential duties and responsibilities may include, but are not limited to, the following:

- Greet and direct public within office
- Answer calls on a multi-line telephone and answer customer account and water quality related questions
- Transfer calls to appropriate staff
- Process payments received in the mail, over the phone and from walk-in customers
- Balance cash drawer daily, safeguarding District cash receipts
- Provide customer support both via telephone, in writing, and in person
- Understand and effectively communicate the billing and collections process
- Manage customer accounts – create, update, and close accounts
- Process late fees and adjustments
- Contact customers on pending disconnect list to arrange payments
- Dispatch and coordinate service requests and disconnects with field staff
- Preparing mailings and billings to customers
- Maintain general and water system specific filing as necessary
- Perform required word processing
- Meeting place preparation
- Clerk to the Board duties as assigned
- Other related duties as assigned

Knowledge, Skills and Abilities:

Bondable

General understanding of water utilities

Demonstrated ability to understand and interpret rate schedules

Ability to comply with all PUD policies and procedures and maintain confidential information

Problem solving capabilities

Ability to work effectively with customers and co-workers

Demonstrated ability to effectively communicate, both written and verbal

Demonstrated ability to work effectively with difficult customers

Ability to work with little to no supervision

Dependable with the ability to manage time efficiently and meet deadlines

Excellent Working Knowledge of MSOffice (Word, Excel, Access, Outlook, Publisher)

Ability to work in a fast-paced, potentially stressful environment

Ability to become proficient in use of specialized utility software

Required or Preferred Education/Experience:

High school graduate or equivalent

Minimum one year experience in customer service/support field

Familiarity with Springbrook Utility Billing a plus

Commissioners

Linda Oosterman – District 1

Russell E. Olsen – District 2

Chris Stearns – District 3



Providing safe, reliable, affordable, and sustainable service.

Thurston PUD Customer Services Representative II

Reports to: Assistant General Manger

Supervisory Duties: May perform Lead Worker Duties

PRINCIPAL PURPOSE OF JOB

Serves as the point of contact to facilitate customer transactions with the District by providing information, responding to requests for service, handling customer complaints, and maintaining related records.

ESSENTIAL FUNCTIONS –Essential duties and responsibilities may include, but are not limited to, the following:

- Greet and direct public within office
- Answer calls on a multi-line telephone and answer customer account and water quality related questions
- Transfer calls to appropriate staff
- Process payments received in the mail, over the phone and from walk-in customers
- Balance cash drawer daily, safeguarding District cash receipts
- Provide customer support both via telephone, in writing, and in person
- Understand and effectively communicate the billing and collections process
- Manage customer accounts – create, update, and close accounts
- Process late fees and adjustments
- Manage pending disconnect list and contact customers to arrange payments
- Dispatch and coordinate service requests and disconnects with field staff
- Preparing monthly billings to customers
- Maintain general and water system specific filing as necessary
- Perform required word processing
- Meeting place preparation
- Clerk to the Board duties as assigned
- Other related duties as assigned

Knowledge, Skills and Abilities:

Bondable

General understanding of water utilities

Demonstrated ability to understand and interpret rate schedules

Ability to comply with all PUD policies and procedures and maintain confidential information

Problem solving capabilities

Ability to work effectively with customers and co-workers

Demonstrated ability to effectively communicate, both written and verbal

Demonstrated ability to work effectively with difficult customers

Ability to work with little to no supervision

Dependable with the ability to manage time efficiently and meet deadlines

Excellent Working Knowledge of MSOffice (Word, Excel, Access, Outlook, Publisher)

Ability to work in a fast-paced, potentially stressful environment

Ability to become proficient in use of specialized utility software

Required or Preferred Education/Experience:

High school graduate or equivalent

Minimum two year experience in customer service/support field

Familiarity with Springbrook Utility Billing



APPLICATION FOR EMPLOYMENT

Public Utility District No. 1 of Thurston County
1230 Ruddell Road SE
Lacey, WA 98503
Main: (360) 357-8783 or Toll Free: (866) 357-8783
E-Mail: PUDcustomerservice@thurstonpud.org

Public Utility District No. 1 of Thurston County is an Equal Employment Opportunity employer. Qualified applicants will receive consideration for employment without discrimination based on color, race, gender, national origin, religion, age, disability status, or by any other bases protected by local, state, or federal law. **Please complete this application as legibly as possible, and answer all questions to the best of your ability.**

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Legal Name: _____
Last First Middle

Mailing Address: _____
Street City State Zip

Physical Address: _____
(if different) Street City State Zip

Primary Phone: _____ Alternate Phone: _____

E-Mail Address: _____

Have you ever been employed by Public Utility District No. 1 of Thurston County in the past? Yes No

If yes, when? _____

Are you related to a current PUD employee? Yes No

If yes, please list the employee's name and your relationship: _____

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EDUCATION

	Institution Name/Address	Degree/Major	GPA
High School Graduate? <input type="checkbox"/> or GED? <input type="checkbox"/>			
College or University			
Technical School			
Other			
Other			

EMPLOYMENT

Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:

May we contact your present and/or your former employers? Yes No

What position are you applying for? _____ Desired Wages/Salary: \$ _____

Are you able to perform the essential functions of the position with or without accommodation? Yes No

Are you legally eligible for employment in the United States? Yes No

If necessary for the job, are you able to work overtime or serve on call? Yes No

If you are offered a position with the PUD, after how many days will you be able to report to work? _____ days

If you are applying for a position where you will be expected to drive on duty, do you have, or can you obtain, a valid Washington State Driver’s License?
 Yes No Not Applicable

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Please list four references unrelated to you (include employers, supervisors, or coworkers, business association, etc.).

Name	Occupation	Address	Contact Number

SKILLS AND QUALIFICATIONS

Please indicate if you have any of the qualifications/certifications listed below.

First aid/CPR Certification? Yes No If yes, expiration date: _____

Class A CDL Driver's License? Yes No If yes, expiration date: _____

Waterworks Operator Certifications? Yes No

Cross Connection Control Certification? Yes No

If yes to the above question, please list license number(s), designation, and level achieved: _____

Clerical/Office Experience

Please list the names of the computer software programs in which you are proficient.			
Please list any experience you may have in cashiering, customer service, and records management capacities.			
Please list any experience you may have in bookkeeping or accounting capacities.			
How many WPM are you able to type?		Are you proficient with a ten-key calculator? (yes or no)	

Professional/Technical Experience

Please list any experience you may have in a managerial capacity, which includes the supervision of employees.			
Please list any technical experience you may have related to engineering, surveying, electronics, computer networking/programming, telecommunications, etc. Please include how many years of experience you have.			

Craft/Maintenance Experience

Please list any craft and/or maintenance experience you may have related to water system treatment, pump and water system maintenance, telemetry and labor work such as landscaping, meter reading, mechanics, equipment operation, etc. Please include how many years of experience you have.			
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Please list any experience you may have with specific equipment or machinery (i.e. backhoe/front end loaders, vactors, trenchers, forklifts, cranes, calibration equipment, welders, etc.)	
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Please list any specific training you have completed that isn't already listed on this page or the previous page.

Please list any special qualifications or skills that you believe would help you succeed in this position.



To the best of my knowledge, the information herein is true and complete. If necessary for employment, I agree to provide my birth certificate or other proof of authorization to work in the United States. I understand that I may be required to have a physical examination as a part of the hiring process. I further understand that I may be tested for the presence of drugs as part of the pre-employment screening if I am applying for a safety sensitive position or one which requires a Commercial Driver License. I authorize investigation of all statements in this application. I understand that providing false information on this application is grounds for disqualification and/or dismissal. I understand that nothing in this application or my communications with any Thurston PUD official is intended to create an employment contract between Thurston PUD and me.

Signature of Applicant

Date



Please return this application along with any supporting documents (if required) to Public Utility District No. 1 of Thurston County (Thurston PUD) at:

Thurston PUD
 1230 Ruddell Road SE
 Lacey, WA 98503
 Fax: (360) 357-1172
 E-Mail: PUDcustomerservice@thurstonpud.org