



Customer Service Representative I

Position Title:	Customer Service Representative I
Job Type:	Full-time, Permanent
Department:	Customer Service
Location:	Thurston County - Lacey
Reports to:	Finance/Accounting and Customer Service Manager
Pay Range:	\$21.66 - \$27.69 Hourly (\$3,757 - \$4,800 Monthly)

ABOUT THE PUD

Established in 1938, Thurston PUD is a special-purpose municipal agency located in Lacey, WA. We currently own and operate 279 water systems, serving over 9,600 families, businesses, schools, and parks. Thurston PUD provides water planning and utility services to the citizens of Thurston County, and owns and operates water systems in Pierce, Lewis, King, Grays Harbor and Kitsap counties. The PUD is governed by three Commissioners who are elected by the voters of Thurston County to serve for 6 years. The Commissioners represent the three PUD Commission districts in Thurston County. The District offers a competitive and comprehensive benefits package that includes medical, dental, vision, group term life insurance, short- and long-term disability coverage, State of Washington PERS 401(a) retirement plan participation, deferred compensation plans.

ABOUT THE JOB

Thurston PUD policy states that new employees should be vaccinated upon hire or begin the vaccination process within two weeks of hire and be fully vaccinated within 45 days of hire. 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

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Work is performed in an office setting which is busy, oriented to public service and subject to constant work interruptions. Employees may work under the stress of continual public and/or interoffice contacts and pressure to meet timelines. While performing the duties of this job, the employee is frequently required to sit or stand for extended periods; see to read and analyze financial data; and hear and speak to exchange information. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, the ability to adjust focus and the ability to distinguish between shades of color. The noise level in the work environment is usually moderate.

APPLY:

To be considered for this position, please **submit a letter of interest, resume and completed application packet**. Please email your completed application packet to Thurston PUD Human Resources at hr@thurstonpud.org or mail them to:

**Thurston PUD
Human Resources
1230 Ruddell Road SE
Lacey, WA 98503**

We will be accepting applications until the position is filled.

For questions or other information related to this recruitment, please contact Ruth Clemens at rclemens@thurstonpud.org or at (360) 515-6118. Prior to employment, a criminal history background check and reference checks will be conducted on the top candidates. The District is an Equal Opportunity Employer and maintains policies for a drug-free and smoke-free work environment.

Supplemental Questionnaire

Position: Customer Service Representative I

Please select your highest level of education from the choices below.

High School Diploma or Equivalent

Associate Degree

Bachelor's Degree

Master's Degree or Higher

PUD policy state that new employees should be vaccinated upon hire or begin the vaccination process within two weeks of hire and be fully vaccinated within 45 days of hire. Are you willing to accept and comply with this condition of employment?

Yes

No

Do you have experience working in an office that handled confidential information?

Yes

No

Do you have at least 2 years of progressively responsible experience in office/clerical, secretarial, bookkeeping, accounting or general administrative work?

Yes

No

Please select all that apply. I have experience with the following:

Creating and editing professional business correspondence in Microsoft Word or other software

Developing spreadsheets

Preparing PowerPoint or other presentation materials

Managing and prioritizing calendars

Answering and transferring calls

- Making travel arrangements
- Scanning documents and data entry
- None of these Apply

How did you hear about this job opportunity?

- Thurston PUD Website
- The Olympian
- WorkSource Center or Website (WorkSourceWA.com)
- PUD Employee
- Professional/Personal Network
- Indeed
- Other _____

Which of the following best describes your experience proofreading, editing, reviewing and evaluating documents?

- I have LESS than one year of experience.
- I have one to two years of experience.
- I have two to three years of experience.
- I have OVER three years of experience.

Which one of the following best describes your work experience in an office environment where you were responsible for performing several tasks simultaneously while having continual interruptions?
Examples: Supporting professional staff, having competing deadlines, directing calls or visitors, processing paperwork, scheduling meetings, and making travel arrangements.

- I have LESS than one year of experience.
- I have one to two years of experience.
- I have two to three years of experience.
- I have OVER three years of experience.

Which one of the following computer programs have you used for at least one year in a work environment? Select all that apply.

Microsoft Word

Microsoft Excel

Microsoft Outlook

Microsoft SharePoint

Microsoft Access

None of the above applies to me

Which one of the following best describes your highest level of Microsoft Excel skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

I do not have enough skills to meet the definition of the Basic level below

BASIC: Create basic worksheets; create basic formulas; use basic functions; modify and format a worksheet; print workbooks

INTERMEDIATE: Use advanced formulas; organize tables and worksheets; create and modify charts; analyze data using Pivot tables and Pivot Charts; insert and modify graphic objects in a worksheet

ADVANCED: Create and edit macros; conditional formatting; apply data validation criteria; able to protect, share and merge files; trace cells and troubleshoot formula errors; uses data list outline; consolidate data and link workbooks; export and import text files and XML data; import data from the Web and create Web queries; analyze data using trend lines, Sparklines and scenarios

EXPERT: Able to use and train others in all Excel functions listed above and uses advanced formulas, functions and arrays; uses information, date and time functions; uses advanced editing and formatting; advanced chart formatting; runs solver models and reports; embed and link information; set up customization including automation

Which one of the following best describes your highest level of Microsoft Outlook skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to

qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

I do not have enough skills to meet the definition of the Basic level below

BASIC: Compose email messages; send and respond to messages; organize email into folders; create contact information; schedule appointments; schedule meetings, manage tasks and notes

INTERMEDIATE: Set calendar options; sort, find and filter messages; create distribution lists; share and delegate folder access; customize toolbar, menu bar, quick access tool bar and the To-Do bar; customize message options; use the journal entry to track and record; assign, reply and track tasks; create public folders and send and post information

ADVANCED: Personalize with stationary and themes; create signatures; configure email security settings; group items and create search folders; apply conditional formatting; manage data files; create mail merge using contacts; archive messages

EXPERT: Able to use and train others in all Outlook functions listed above

Which one of the following best describes your highest level of Microsoft Word skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

I do not have enough skills to meet the definition of the Basic level below

BASIC: Create, save, preview and print a basic document; edit selected text; change font appearance; highlight text; format paragraphs with tabs, borders, shading and styles; page setup, use auto correct

INTERMEDIATE: Insert graphic objects and visual effects to a document; add tables to a document or convert tables to text; add watermarks, borders, headers and footers; use the word look up (thesaurus, dictionary); customize tables and charts; modify pictures in document; create customized graphic elements; use templates

ADVANCED: Insert content using quick parts; control text flow; perform mail merge function; uses macros for tasks; insert cover pages and table of contents; track changes and comments; insert bookmarks, footnotes and endnotes; add hyperlinks; cross-references and citations; link documents to excel worksheets; send document to PowerPoint; merge documents; redaction function; hide text; add digital signature, restrict access and use passwords; create, protect and automate forms

EXPERT: Able to use and train others in all Word functions listed above

Which of the following best describes your paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters?

I have no paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

I have at least 6 months of paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

I have at least 12 months of paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

I have at least 18 months of paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

I have at least 24 months of paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

I have at least 30 months of paid experience with billing, managing invoices, tracking authorizations & interacting with organizations/agencies to resolve fiscal matters

Which one of the following best describes your work experience performing a variety of GENERAL OFFICE duties for a business or organization, such as answering telephones, greeting visitors, filing keeping records or accounts, inputting data into a computer, typing or keyboarding, or processing mail?

I have LESS THAN 12 months of this type of experience.

I have AT LEAST 1 year of this type of experience.

I have at least 2 years of this type of experience.

I have at least 3 years of this type of experience.

I have at least 4 years of this type of experience.

I have 5 or more years of this type of experience.

I do not have this type of experience.

Which of the following best describes your CUSTOMER SERVICE experience working directly with internal or external customers via the telephone or in person? This would include greeting and assisting clients or customers in person, some of which may be hostile, angry, and/or difficult to work with.

I have LESS THAN 12 months of this type of experience.

I have AT LEAST 1 year of this type of experience.

I have at least 2 years of this type of experience.

I have at least 3 years of this type of experience.

I have at least 4 years of this type of experience.

EMPLOYMENT

Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Position: Duties:

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

What position are you applying for? _____

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



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.

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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

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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: HR@thurstonpud.org