



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