



Job Announcement

April 25, 2018

Internal posting with IBEW Local 77 is concurrent with posting to the public. Therefore, if a qualified candidate from within the bargaining unit applies, that person could be selected for the position.

Mason County PUD No. 1 in Potlatch is looking for an outstanding customer service professional to join our team as a FT Customer Service Representative. Applicants must have a HS Diploma or GED, a minimum of three years of experience of delivering excellent customer service in a cashier, retail or similar position, and a valid driver's license with a safe driving record.

Union Scale \$18.17-\$26.03 DOE. Excellent benefits package including family medical, dental and life insurance, LTD, retirement, & health reimbursement account.

For a complete job description and application visit www.mason-pud1.org. Applications are required for consideration and due **no later than 5:00 p.m. on Friday, October 5, 2018** to: Mason PUD 1 Human Resources, 21971 N. Hwy 101, Shelton, WA 98584.

This institution is an equal opportunity provider and employer.



Customer Service Representative

Department: Customer Service

FLSA Status: Non-Exempt

Union/Non-Union: Union

Travel: Local and regional travel up to 10%; Occasional attendance at meetings and seminars.

Reports to: General Manager

Revised Date: 9-11-2018

About Customer Service Representative (CSR) Duties

The CSR is responsible for assisting customers to open and close accounts in person and over the phone, answer service or billing inquiries, communicate District policies and procedures to customers.

Supervisory Relationship:

This position is non-supervisory.

Essential Duties and Responsibilities include the following: (Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.)

- **Safety First:** Participate as a member of the District's safety culture, including relevant safety meeting attendance and trainings, and actively working in a safe manner, including wearing PPE.
 - Provide assistance to walk-in customers
 - Answer and direct incoming telephone calls.
 - Answer radio calls from crew.
 - Greet and work with the public effectively, courteously, and professionally at all times.
 - Receipt customer payments, mail, and various miscellaneous payments, process night drop, balance cash drawer, run credit card auto-pay.
 - Maintain meter file and process change-outs.
 - Process all wire funds daily.
 - Balance and maintain Canal Comfort Fund.
 - Order all office supplies including Photocopier supplies and maintenance.
 - Process and direct customer correspondence.
 - Make payment arrangements for past due accounts.
 - Process new services and connects/disconnects (data entry), cost inquiries, meter changes, and billing adjustments to customer accounts.
 - Clearly communicate and apply the District's service regulations and charges for customers.
 - Process customer payments utilizing remittance processing and other equipment.
 - Serve as back-up person for Reminder and Disconnect letters and work with credit and collections on getting cuts for non-pay final disconnects processed.
 - Be the contact person with answering service for notifying of after hours activity.
 - Train as back-up for other customer service department functions, as necessary.
 - Be responsible for maintaining District records created by this office in accordance with the Washington State Public Records Act.
 - Performs any other duties or activities that may be assigned.
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Position Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School diploma or equivalent.
- A minimum of three years related experience in cashiering, customer service, computer operation, and retail sales preferred.
- To top out on Union Scale for this position, employee must have a minimum AA degree in Accounting, Business, or Finance **and** five years of relevant experience.

Certificates, Licenses, or Registrations:

- Must possess a valid Washington State driver's license with a safe driving record.
- CPR/1st Aid certification (training provided)

Skills & Knowledge:

- To perform this job successfully, an individual must be proficient in MS Office including Outlook, Excel, PowerPoint and Word.
- Must be able to work required overtime on nights, weekends and holidays as needed.
- Must be able to communicate fluently in the English language both orally and through writing with correct grammar, spelling and punctuation.
- Punctuality and regular attendance are required.
- Must be able to get along with co-workers and promote a positive work environment.
- Must have good customer service skills and be able to communicate politely and professionally with customers and contractors, exhibiting the District's core values.
- Must have the ability to complete monetary transactions accurately.
- Must have the ability to train others in necessary job skills.
- Must have the ability to accurately type 60 wpm and operate a 10-key calculator by touch.
- Must have a working knowledge of filing systems.
- Must develop a working knowledge of the District's policies and procedures and customer information system.
- Must have math, reading, and writing skills as related to job functions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to bend, reach, use hands to finger, handle, or feel, and sit for extended periods of time. Work indoors; sit for extended periods; operate office machines including personal computers with keyboards, calculator, copier and telephone; possess visual abilities necessary to discern images on a computer screen, read reports and other publications, and operate a motor vehicle; possess verbal and auditory abilities to communicate effectively in person and on telephone; travel by car or truck. Lift up to 20 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The job functions include working with people who exhibit many types of personalities and behaviors, both from internal co-workers and contractors and also from members of the public.

Nothing in this job description restricts the District’s right to assign or reassign duties and responsibilities to this job at any time. Mason County PUD No. 1 believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of the company.

Employee Acknowledgement

I have reviewed this document and understand the responsibilities of this position.

Employee Signature

Date

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