



JOB DESCRIPTION

<u>POSITION:</u>	CUSTOMER SERVICE RECEPTIONIST
<u>HEADQUARTERS:</u>	Carlsborg Main Office
<u>STATUS:</u>	Regular, Full-time, Non-Exempt Represented Position
<u>WORK WEEK:</u>	Monday – Thursday, 6:30 a.m. - 5:00 p.m.
<u>SUPERVISOR:</u>	Customer Service Supervisor
<u>RATE OF PAY:</u>	Step 1 - \$20.60 per hour (effective 11/1/2022) Step 2 - \$24.41 per hour (effective 11/1/2022)

PURPOSE: To receive and direct customers with District information, route District telephone calls to other departments and personnel appropriately, receive and process customer bill payments. To have the ability to communicate professionally and handle multiple phone calls efficiently and consistently provide excellent customer service that facilitates accomplishment of the District’s mission and goals.

ESSENTIAL JOB FUNCTIONS:

- Answer and direct incoming telephone calls.
- Greet and work with the public effectively, courteously and professionally at all times.
- Become knowledgeable of the functions of each department within the District in order to direct customer telephone calls appropriately.
- Ability to verify customers in order to update customer account profiles, and make notes on customer accounts.
- Balance and maintain a cash drawer.
- Process customer payments, drop box, mail and various miscellaneous payments not including construction.
- Ability to process, respond to, and direct various methods of customer correspondence.
- Clearly communicate the District's hours, payment methods, and other District information for customers.
- Ability to perform other duties as assigned in between phone calls prioritizing incoming phone calls and customer payments.
- Perform multitasking work with a high level of accuracy and professionalism in a high-paced environment.

ADDITIONAL JOB FUNCTIONS:

- Notify customers of scheduled power outages as needed.
- Verify and receive simple reports of power outages as needed.
- Ability to work on data entry projects as needed to update customer accounts.
- Overtime work may be necessary at times.

JOB STANDARDS:

Knowledge, Skills and Abilities:

- Computer knowledge and accurate data entry capabilities required.
- Accurate typing at 30 wpm and operation of a 10-key calculator by touch at 100 strokes per minute required.
- Broad knowledge of the utility industry would be helpful.
- Math, reading and writing skills as related to job functions required.
- Demonstrated high level of cooperation within the work group and with other departments required.
- Ability to communicate clear and concise instructions and information to coworkers, supervisors, customers and others.
- Punctuality and regular attendance are required.
- Ability to plan and organize own time effectively and exhibit the ability to solve problems.
- Ability to complete monetary transactions with high accuracy.
- Ability to understand and follow written and verbal instructions.
- Ability to multitask and consistently perform quality work and work without close supervision and to make sound decisions compatible with prior instructions in a high-paced environment.
- Ability to operate equipment efficiently to facilitate completion of job functions.
- Develop a working knowledge of safe work practices, accident prevention procedures and equipment as related to job functions.
- Demonstrate a positive attitude, good work ethic and promptness in work arrival and in accomplishing all tasks.

Education, Experience and Training:

- High school diploma or equivalent required.
- Experience in cashiering, switchboard operation, customer service and computer word processing is highly preferred.
- Post high school training in business-related subjects is preferred.

Other Requirements:

- Pass a District physical examination and be able to perform essential job functions.
- Must have, or obtain within six months of employment or assignment to this position, a valid Washington State driver's license. Employees moving from out of state must obtain a Washington State license in accordance with Washington State law.
- Must have a safe driving record.
- Must work emergency and prearranged overtime.

WORKING CONDITIONS:

- The job functions will be performed in an indoor, office environment.
- The job functions include working with persons who exhibit many types of personalities and behaviors.

PHYSICAL REQUIREMENTS:

- The work requires the ability to lift and carry up to 20 pounds.
- The work requires the ability to operate office machines, tools and equipment.
- The work requires the ability to answer questions and communicate with coworkers, customers and others in person, on telephones and mobile radios.
- Work activities involve sitting for extended periods, lifting and carrying.

EQUIPMENT AND VEHICLES:

- The job requires use of general office equipment, ten-key adding machine, typewriter, personal computer work stations and multi-line telephones.
- The job may require driving District vehicles such as automobiles and pickup trucks.
- Future work practices may necessitate the use of different equipment, vehicles and tools.