



Pend Oreille County Public Utility District
An Equal Opportunity Employer

Customer Service Representative I

Department/Location:	Customer Service/Newport	FLSA Status:	Union Non Exempt
Reports To:	Director of Customer Service & Metering	Grade:	N/A
Supervises:	N/A	Revision Date:	11/15/2019

Job Description

Responsible for providing service to customers by performing receptionist, telephone, and mail processing/delivery accountabilities; by performing payment processing and cashiering duties' and by maintaining professionalism, to ensure service expectations are achieved and departmental policies, procedures and standards are followed.

Essential Functions:

- Support the District's mission to serve our customers and foster a positive workplace.
- Ensure customer payment processing is timely and accurate and is in accordance with established District policy and departmental procedures by receiving and posting payments, reconciling cash drawers daily.
- Contribute to achieving the department's service level goals and performance standards by providing quality customer interactions and resolutions on the phone and in person.
- Ensure efficient and effective lobby and phone system service by providing prompt greetings, handling routine customer requests, and referring customers to the appropriate department as needed.
- Administer the visitor badging and sign in/out process
- Develop and maintain a working knowledge of the Department and District policies and procedures.
- Collect correspondence and payments in a timely manner by picking up mail at the post office on a daily basis; opening, sorting and routing of mail. Ensure returned mail is handled in an appropriate manner by conducting research to locate current addresses for customers and updating the customer information system in accordance to the returned mail procedures. Operate postage meter and letter inserting equipment, preparing outgoing mail
- Negotiate payment arrangements and make referrals to appropriate assistance agencies.
- Check for errors and omissions daily and update account information to ensure accurate account records on Customer Information System.
- Complete and process various customer account records including establishing new accounts, updating existing accounts, closing old accounts and check for deposit requirements.
- Prepare and maintain activity reports for management.
- Contribute to achievement of department goals by cross training with Customer Service staff, by assisting in other areas of the department and by performing assigned tasks in support of team members as required.
- Ensure proper handling of all customer information for efficient operations and confidentiality of all customer records.
- Assist customers with various programs including but not limited to, SmartHub, Auto Pay, Energy Services and rebates.
- Actively and positively participates in regular customer service meetings to discuss processes, create efficiencies, plan and share information.
- Process reminder and disconnect notifications.
- Provide relief for other Customer Service Department staff.



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Other Duties:

- Must work directly or indirectly with District customers on a regular, ongoing basis. Must provide a high level of professional, prompt, efficient, accurate, courteous, and reliable service in such a manner as to reflect favorably on the District and to ensure high quality service to District customers.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Perform other duties as assigned.

Education, Experience, & Training Required

- High school diploma or equivalent.
- Minimum of 2 years of experience in customer service.
- Pass District tests identified in the Office & Customer Service Classification Testing Profile & Development Plan.

Knowledge/Skills Requirements:

- Completion of training requirements for role, including cross training, classes or other training assigned.
 - Training, testing, & performance standards must be met prior to moving to next step in training process.
- Excellent customer service, communication, and conflict management skills
- Ability to communicate effectively with the public
- Ability to operate standard office equipment including a personal computer' 10-key adding machine' telephone, copy and fax machines
- Computer proficiency in Windows and Microsoft applications
- Excellent verbal & written communication skills
- Ability to use independent and discretionary judgment; manage confidential information
- Organization skills, including attention to detail and accuracy

Other requirements if box is checked

- Valid driver license
- CDL Endorsement
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Apprenticeship or other education/training required as a condition of employment, progression or advancement



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Physical Requirements

- Most working time is sedentary in nature, or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 30 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.

Approvals:

_____	_____
IBEW Representative	Date
_____	_____
General Manager	Date
_____	_____
Human Resources Manager	Date
_____	_____

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will. This job description is not a contract of employment. Signing of this document is an acknowledgement of responsibilities assigned to this position.