



**Public Utility District No. 1
of Thurston County**

Thurston PUD Customer Services Representative I

Reports to: Director of Finance & Administration

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 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
- Provide customer support both via telephone, in writing, and in person
- Understand and effectively communicate the billing and collections process
- Manage customer accounts – setup, changes, closing, process late fees and adjustments
- Contact customers on pending disconnect list to arrange payments
- Dispatch and coordinate service requests and disconnects with field staff
- Prepare routine maintenance letters
- Preparing mailings to customers
- General filing as necessary
- Perform required word processing
- Maintain filing of water system documentation
- Notify call service of holiday and other office closures
- Meeting place preparation
- Other related duties as assigned

Knowledge, Skills and Abilities:

Bondable

General understanding of water utilities

Demonstrated ability to understand and interpret rate schedules

Problem solving capabilities

Ability to work effectively with customers and co-workers

Excellent interpersonal skills

Demonstrated ability to effectively communicate, both written and verbal
Demonstrated ability to effectively communicate with difficult customers
Ability to work with little to no supervision
Ability to manage time effectively 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