



Public Utility District No. 1
of Thurston County

Temporary Office Assistant/Customer Service Representative Position

Public Utility District No. 1 of Thurston County

Hourly Wage Range: \$11.50 an hour to \$22.93 an hour DOQ

Application Deadline – Open Until Filled

Please submit cover letter, resume and application for employment.

Pick up application materials from our office or go to our website at:

www.thurstonpud.org

921 Lakeridge Way SW, Suite 301, Olympia, WA 98502

Public Utility District No. 1 of Thurston County, Washington

Position Title: Temporary Office Assistant/Customer Service Representative (CSR)

Reports to: Customer Service Representative Lead Worker

Category: FLSA Exempt Position

The Office Assistant/Customer Service Representative provides customer service and administrative functions for the District. Work may be predominately general office, secretarial, entry level transaction processing or any combination thereof. Experience in an office environment is required. Experience in a call center environment is highly desired. Cash handling experience, great computer skills and excellent communication skills are required.

The ideal candidate profile includes:

- Knowledge of standard office and business clerical practices including use of copiers, postage and mail sorting machines.
- Ability to communicate information clearly and concisely to customers, fellow employees and managers.
- One or more years of experience in an office environment.
- Team player with ability and willingness to accept direction from others.
- Ability to be organized and complete duties in a timely manner.
- Prompt and time sensitive.
- Safety conscious and committed to safe work practices.
- Ability and desire to provide high level of customer service at all times.
- Experience taking payments and cash handling.

Essential Job Functions:

- Answer calls on a multi-line telephone and answer general questions
- Transfer calls to appropriate staff
- Process payments over the phone and from walk-in customers
- Process payments received in the mail
- Contact customers on pending disconnect list to arrange payments
- Balance cash drawer daily
- Dispatch and coordinate disconnects with field staff
- Prepare routine maintenance letters
- Assist in preparing bulk mailing to customers
- General filing as necessary
- Must possess excellent communication skills both written and verbal.
- Must be team oriented.
- Must be able to use multi-line phone and 10-key calculator
- Must be able to exercise decorum and discretion regarding personal and financial information.
- Ability to exercise individual initiative and discretion in confidential matters.
- Must be able to work under pressure, handle multiple tasks and meet deadlines.
- Must be able to deal with irate or disgruntled individuals that will require the use of conflict management skills.
- Must be able to establish and maintain effective working relationships with fellow employees and the general public.
- Proficient computer skills with a working knowledge of spreadsheet and word processing programs and maintain records and generate reports.

- Must be able to work standing or sitting down for extended periods of time.

Other Job Duties include, but are not limited to:

- Under supervision, prepare files for archiving
- General cleaning, windows, kitchen clean-up, preparation for meetings
- Other duties as assigned

Work Environment:

Work is performed in an office setting which is busy, oriented to public service and subject to constant work interruptions. Employees may work under the stress of continual public and/or interoffice contacts and pressure to meet timelines. While performing the duties of this job, the employee is frequently required to sit or stand for extended periods; see to read data; and hear and speak to exchange information. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

Level of Authority: Receive moderate supervision. Expected to perform most assignments independently.

Minimum Qualifications

- High School Diploma or GED.
- Current and valid Washington driver's license and will provide at least one year's proof of a safe driving record from state.
- Required to lift a maximum of 25 lbs.
- Able to do repetitive actions for extended periods of time.

EMPLOYMENT

Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:

May we contact your present and/or your former employers? Yes No

What position are you applying for? _____ Desired Wages/Salary: \$ _____

Are you able to perform the essential functions of the position with or without accommodation? Yes No

Are you legally eligible for employment in the United States? Yes No

If necessary for the job, are you able to work overtime or serve on call? Yes No

If you are offered a position with the PUD, after how many days will you be able to report to work? _____ days

If you are applying for a position where you will be expected to drive on duty, do you have, or can you obtain, a valid Washington State Driver’s License?
 Yes No Not Applicable

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 Please list four references unrelated to you (include employers, supervisors, or coworkers, business association, etc.).

Name	Occupation	Address	Contact Number

SKILLS AND QUALIFICATIONS

Please indicate if you have any of the qualifications/certifications listed below.

First aid/CPR Certification? Yes No If yes, expiration date: _____

Class A CDL Driver's License? Yes No If yes, expiration date: _____

Waterworks Operator Certifications? Yes No

Cross Connection Control Certification? Yes No

If yes to the above question, please list license number(s), designation, and level achieved: _____

Clerical/Office Experience

Please list the names of the computer software programs in which you are proficient.			
Please list any experience you may have in cashiering, customer service, and records management capacities.			
Please list any experience you may have in bookkeeping or accounting capacities.			
How many WPM are you able to type?		Are you proficient with a ten-key calculator? (yes or no)	

Professional/Technical Experience

Please list any experience you may have in a managerial capacity, which includes the supervision of employees.			
Please list any technical experience you may have related to engineering, surveying, electronics, computer networking/programming, telecommunications, etc. Please include how many years of experience you have.			

Craft/Maintenance Experience

Please list any craft and/or maintenance experience you may have related to water system treatment, pump and water system maintenance, telemetry and labor work such as landscaping, meter reading, mechanics, equipment operation, etc. Please include how many years of experience you have.			
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Please list any experience you may have with specific equipment or machinery (i.e. backhoe/front end loaders, vactors, trenchers, forklifts, cranes, calibration equipment, welders, etc.)	
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Please list any specific training you have completed that isn't already listed on this page or the previous page.

Please list any special qualifications or skills that you believe would help you succeed in this position.



To the best of my knowledge, the information herein is true and complete. If necessary for employment, I agree to provide my birth certificate or other proof of authorization to work in the United States. I understand that I may be required to have a physical examination as a part of the hiring process. I further understand that I may be tested for the presence of drugs as part of the pre-employment screening if I am applying for a safety sensitive position or one which requires a Commercial Driver License. I authorize investigation of all statements in this application. I understand that providing false information on this application is grounds for disqualification and/or dismissal. I understand that nothing in this application or my communications with any Thurston PUD official is intended to create an employment contract between Thurston PUD and me.

Signature of Applicant

Date



Please return this application along with any supporting documents (if required) to Public Utility District No. 1 of Thurston County (Thurston PUD) at:

Thurston PUD
 921 Lakeridge Way SW, Suite 301
 Olympia, WA 98502
 Fax: (360) 357-1172
 E-Mail: PUDcustomerservice@thurstonpud.org