



## Customer Service Representative

Regular Full-time & Part-time: Work hours may include days, evenings and weekends.

### WHAT YOU WOULD DO:

Successful candidates will act as the utility's representative to ensure our customers receive exceptional and efficient service. Assist customers by phone and in person regarding changes in service, billing inquiries, payment arrangements, and other utility services by performing the following:

#### **MAINTAIN ELECTRIC AND WATER SERVICE RECORDS**

- Talk with customers by phone or in person and receive requests for installation, start, stop or change in service.
- Prepare, audit, control and coordinate various customer records.
- Correspond with customers through U.S. mail, e-mail, and Internet.
- Address concerns regarding billing or service rendered.

#### **ASSIST WITH BILLING AND CREDIT ISSUES**

- Act as customer advocate solving payment problems, ensuring that the best possible solution is achieved dependent upon individual circumstances.
- Assist customers with resolving billing inquiries, making payment arrangements, and obtaining financial assistance from various sources.

#### **INFORM CUSTOMERS OF UTILITY SERVICES, ACTIVITIES, ETC.**

- Provide information to customers regarding electric and water conservation matters and other utility sponsored programs and efforts.
- Keep fully informed regarding utility matters and current industry conditions as they may affect our customer/owners.

### QUALIFICATIONS:

Must have a high school diploma or equivalent and have a minimum three-year's customer service experience. Ability to keyboard 35 wpm with minimal errors required, and must be familiar with MS Office products. Within a 24-month period must fulfill all qualifications of a fully trained Customer Service Representative I including being knowledgeable about the Customer Information System and completing utility sponsored courses in Fundamentals of Electricity. Superior written and verbal communication skills are required for the following:

- Reading and interpreting documents such as customer correspondence, safety rules, operating and maintenance instructions, and procedure manuals.
- Writing customer correspondence.
- Putting customers at ease in stressful situations.
- Active participation in team meetings and small group sessions.

## HOW TO APPLY:

Clark Public Utilities offers excellent benefits, an attractive wage, and company incentive programs. For confidential consideration, please forward your resume with cover letter by **Friday, April 2, 2021**, via email to [jobs@clarkpud.com](mailto:jobs@clarkpud.com). Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

CLARK PUBLIC UTILITIES is a customer-owned electric and water utility located in Vancouver, Washington. Our utility is committed to providing exceptional customer service, reliability, and efficiency.

### **Equal Opportunity Employer**

*At Clark Public Utilities, we are committed to being a place where a diverse mix of talented people want to come, to stay and do their best work.*