



ComCare Program Support Specialist

This position reports to the ComCare Work Group Leader and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver.

WHAT YOU WOULD DO:

This position provides program support and administrative activities for ComCare. These functions include but are not limited to confidential functions pertaining to report development, data analytics. Tracking and monitoring of low income program activity, data summarization, scheduling, and review of customer accounts. This position communicates with Customer Service Representatives, social services agencies, external customers, and internal departments including information services. These responsibilities may vary seasonally.

- **Programs Support and Administrative Functions:** Written correspondence including updating of databases using Word, Excel, PowerPoint, LIHEAP Scheduling Manager and other software as needed. Maintain current understanding of assistance programs qualifications, interpret and apply utility policies and procedures.
- **Troubleshooting:** Researches and handles complex customer issues. Research and review customer accounts to identify system issues or customer problems/concerns. Work with Information Services staff to identify issues and test resolutions.
- **Customer Service:** Act as liaison with customers regarding utility services. Answer billing and credit inquires and makes referrals to the appropriate department or person. Provide back up support for the ComCare communication lines to answer questions.
- **Assessments and Arrangements:** Assess customer accounts for immediate and long term account solutions; including payment arrangements, income based programs and other appropriate referrals.

QUALIFICATIONS:

High School diploma or general education degree (GED). Minimum three years' general customer service experience. Advanced skills in Microsoft Office with emphasis on Microsoft Excel. Experience with computers, faxing, copying, and scanning. Ability to type at least 40 wpm with minimal errors. Must possess a proactive approach, is a self-starter with proven problem solving skills and high attention to detail. Experience automating, streamlining and implementing new processes a plus.

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 via email to jobs@clarkpud.com. Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

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.