



ComCare Representative – Seasonal

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

WHAT YOU WOULD DO:

The representative acts as a utility ambassador to ensure the customers receive exceptional and efficient service. They assess customer needs for assistance and document all activity on the customer's account record. Primary functions include, but are not limited to, intake and assessment with customers that apply for energy assistance programs.

Assesses households for low income assistance program eligibility by meeting with customers face to face and by phone. Accurately utilize the ComCare Tracker, SAWS LIHEAP tools and other systems as assigned to complete eligibility criteria and apply assistance programs. Maintain current program information and seek guidance from ComCare Work Group Leader or Manager when needing assistance to appropriately apply program guidelines or policies. Demonstrate advocacy in a respectful and professional manner. Appropriately refers customers to resources for utility assistance, housing, food, financial, medical and other basic living needs.

Serves customers in a friendly courteous manner and treats them with respect and dignity.

QUALIFICATIONS:

High School diploma or general education degree (GED). Minimum three years' general customer service experience. Ability to type 35 wpm with minimal errors. Experience with computers, faxing, coping, scanning equipment. Experience with computers and using Microsoft Office products with an emphasis on Word and Excel programs. Preference for work experience in social services programs or other non-profit organizations.

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.