



ComCare Receptionist

This full-time position reports to the Work Group Leader-ComCare and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98668.

The work schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m.

WHAT YOU WOULD DO:

This position serves as a key ambassador for ComCare in the day to day functions of the ComCare lobby and reception areas, greeting and facilitating low income business activities for customers and utility personnel.

- **ComCare Ambassador**

Welcome customers, collect and distribute documentation, direct customers or other visitors to appropriate personnel and field questions. Maintain acute awareness of customer behaviors and interactions while in ComCare. Monitor daily ComCare schedule and assist in coordinating coverage for front desk tasks and schedule changes.

- **Administrative Functions**

Assist ComCare team with file organization, monitor faxes and ComCare e-mails, clerical tasks and other additional duties as assigned. Assist ComCare Programs Support Representative and Work Group Leader. Typing and word processing using Word, Excel, LIHEAP Scheduling Manager and other software as adopted.

- **General Communication**

Communicate face to face with walk in customers and agency partners. Answer incoming calls, field questions and serve as an information source. Maintain current understanding of assistance programs qualifications. Interpret and apply utility policies and procedures.

QUALIFICATIONS:

High School diploma or general education degree (GED). Experience with computers, faxing, copying, and scanning. Ability to type at least 35 wpm with minimal errors, and to perform word processing tasks. Preferred proficiency with Microsoft Word and Excel.

BENEFITS:

Employees and dependents are eligible for medical, dental, vision, basic life insurance and disability insurance. Employees are enrolled in Washington State PERS and may enroll in deferred compensation plans. Employees will also receive eight hours of vacation leave and sick leave every month and twelve paid holidays throughout the calendar year.

SALARY:

Clark Public Utilities' salary ranges are market based and established annually. With full competency in the role and satisfactory performance the target is midpoint within the established range.

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| ComCare Receptionist: | Min \$42,457 | Mid \$50,767 | Max \$59,078 |
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HOW TO APPLY:

Please send your resume with a 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.