

Technology Analyst – Customer Service

This full-time position reports to the Customer Service Manager and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98663.

WHAT YOU WOULD DO:

The Technology Analyst – Customer Service will facilitate assigned projects by serving as a liaison between users and developers, setting and communicating goals, and evaluating and refining results.

- Provide technical and analytical support and coordinate data extraction from various databases for department management.
- Create and oversee comprehensive reports and visualizations that provide actionable insights into Customer Service performance metrics.
- Monitor data quality, accuracy, and completeness to ensure reliability of Customer Service information and metrics. Collaborate with management to implement process improvements based on data findings.
- Analyze Customer Service metrics to identify patterns and improvement opportunities. Utilize analytical findings to develop and implement strategies that align with business objectives.
- Investigate, troubleshoot, and resolve data issues reported by Customer Service staff.
- Maintain and ensure proper documentation for technology systems and business data definitions related to Customer Service operations.

QUALIFICATIONS:

Associate's degree in Business Analytics, Data Analytics, or Business from a two-year college or technical school required. Ability to learn Customer Service department processes and Key Performance Indicators and support the Customer Information System (CIS). Bachelor's degree and/or certification in related fields such as Microsoft Power BI, Tableau or Google Analytics is preferred. Knowledge of current utility Customer Service Representative processes within Cayenta is a plus. Success requires exceptional communication skills, business acumen, and the ability to drive measurable improvements in Customer Service performance through data-informed decision-making.

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.

Technology Analyst-Customer Service: \$68,165 - \$84,429 - \$100,694

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.*