Clark Public Utilities

We're Hiring

Customer Service Receptionist

This full-time position reports to the Office Manager – Customer Service and is located at the Electric Center, 1200 Fort Vancouver Way. The work schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m.

WHAT YOU WOULD DO:

Serves as the key ambassador for Customer Service in the day-to-day functions of the Customer Service lobby and reception areas, greeting and facilitating general business activities for customers and utility personnel.

Greeting and welcoming on-site visitors, determine nature of business, and announce/direct visitors to appropriate personnel and field questions. Maintain acute awareness of customer behaviors and interactions while in the customer service area.

Clerical tasks and other additional duties as assigned. Greet visitors and log them appropriately. Check in appointment attendees for personnel. Keep lobby picked up and organized. Conduct office supply inventory and create orders as needed. Keep track of lost and found items. Plan and organize department functions and activities as needed.

Communicate face to face with walk in customers and utility personnel, answer incoming calls, field questions and serve as an information source. Maintain current understanding of utility programs and processes. Interpret and apply utility policies and best practices.

QUALIFICATIONS:

Must have a high school diploma or equivalent and have a minimum of three years customer service experience. Experience with computers, faxing, copying and scanning. Must be familiar with MS Office products. Strong skills in human relations required. Demonstrated ability to provide exceptional customer service, must be flexible, team oriented and self-starting.

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. Regular full-time employees will receive eight hours of sick leave per month, paid vacation based on years of service, and twelve paid holidays throughout the calendar year.

Employees are compensated within the established salary range. As skills, experience, and sustained performance grow, pay may progress within the range over time, with the midpoint serving as a general reference point for employees who demonstrate full proficiency in the role.

2026 ComCare Receptionist: **Min: $47,864** **Mid: $57,039** **Max: $66,214**

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 creating a respectful workplace where people from all backgrounds are valued for their skills and contributions. We strive to ensure everyone feels welcome, supported, and empowered to do their best work while growing meaningful, lasting careers as part of our team.