



Asotin County Public Utility District

Customer Service Representative

The Asotin County PUD located in Clarkston, Washington, is seeking a qualified individual for a full-time Customer Service Representative position. Duties include all aspects of customer service, cashiering and handling of service inquiries. We offer a competitive salary and benefits package. View a full job description and apply online at [here](#). Applications and resumes are due by 4:30 pm on Friday, July 19, 2024.



Asotin County Public Utility District

Employment Opportunity

<u>Job Title:</u>	Customer Service Representative
<u>Classification:</u>	Administrative Support
<u>Supervisors:</u>	Director of Finance & Administration
<u>Salary Range:</u>	\$40,000 to \$60,000 – Depending on Experience
<u>Benefits:</u>	Medical, dental, vision, life insurance, retirement, personal leave.

Definition:

The Customer Service Representative responds to customer questions and inquiries regarding customer's accounts and billings using computer information systems. The position includes daily receipt of customer payments over the counter, making change and balancing cash drawer at the beginning and end of the day.

Examples of Duties:

- Answers telephone and responds to customer's questions and inquiries.
- Uses 10-key adding machine and computer information system to answer questions and respond to customer's billing questions.
- Issues receipts, processes turn on, shut off and operating orders for operations staff. Processes disconnect notices.
- Makes change when customers present bills for payment.
- Balances cash drawer at beginning and end of workday.
- Balances payments with stubs for payments received from mail, night drop and payment agencies.
- Assists with mailing of delinquent and final notices.
- Other duties as assigned.

Qualifications:

- High school graduate or GED Certificate.

- Previous experience working in a cashiering and/or customer service position.
- College education and/or relevant course work can be substituted for experience.
- Ability to work independently on general assignments.
- Ability to form effective working relationships with customers and coworkers.
- Ability to use computers, computer programs and other office machines.
- Ability to understand and follow oral and/or written instructions.