



We're Hiring

Customer Service Representative

These full-time and part-time positions report to the Customer Service Work Group Leaders at both of our locations:

Operations Center, 8600 NE 117th Avenue, Vancouver, WA 98662

Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98668

Hours of work may include days, evenings, and weekends. The anticipated start date is February 2025.

WHAT YOU WOULD DO:

This position acts as the utility's representative to ensure the customer receives excellent and efficient service. Stays aware of the utility activities and procedures, stays abreast of current industry conditions and communicates them to the utility's customer-owners as necessary.

- Talk with customers by phone or in person and assist customers with resolving billing inquiries, making payment arrangements or changes in service, make referrals, handle complaints and adjustments, provide information on utility sponsored programs. Facilitate correspondence with customers through US mail, e-mail, and the internet.
- Prepare, audit, control, and coordinate various customer records via the PC, Customer Information System (CIS), and utility forms.

QUALIFICATIONS:

High school diploma or equivalent and the ability to type 35 wpm with minimal errors. Must be familiar with MS Office Products and have customer service work experience. Must be a creative problem solver and have superior written and verbal communications skills. Must be willing to work various shifts as requested. Must fulfill all qualifications of a fully trained Customer Service Representative I, including being knowledgeable about the Customer Information System (CIS), within a 24-month period.

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 salary is midpoint within the established range.

2024 Customer Service Representative: \$48,981 – \$58,540 - \$68,098

HOW TO APPLY:

Please send your resume with a cover letter by **December 6, 2024** 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.