



# LAKEHAVEN WATER AND SEWER DISTRICT Job Description

<b>POSITION TITLE</b> CUSTOMER SERVICES ADMINISTRATIVE REPRESENTATIVE I	
<b>DEPARTMENT:</b> CUSTOMER SERVICE	<b>SUPERVISOR:</b> CUSTOMER SERVICES MANAGER
<b>FLSA STATUS:</b> NON-EXEMPT	<b>INCUMBENTS(S):</b>
<b>SII CODE:</b> 5306	<b>REVISION DATE:</b> 2017-04-05
<b>UNION STATUS:</b> AFSCME	<b>REVIEW DATE:</b> 2017-04-05

## **JOB SUMMARY:**

Performs receptionist duties, answers phones, assists counter customers and processes routine transactions. Provides clerical support including: scanning, data entry, and filing support to other Administration departments.

Work is generally performed under general supervision.

## **ESSENTIAL JOB FUNCTIONS:**

- Maintains regular, predictable attendance.
- Physical ability to conform with all safety requirements.
- Answers incoming calls to the District and directs calls to appropriate individuals.
- Assists counter customers and provides customer service information.
- Reviews returned mail and verifies property ownership.
- Provides daily tape of payments.
- Performs the daily bank/mail run.
- Sorts mail and places postage on outgoing mail.
- Processes form letters as requested.

## **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Backup for posting cash payments.
- Performs miscellaneous filing.
- Assists and backs up other employees in Customer Service.
- Provides additional clerical support to other Administration departments.

## **EDUCATION AND EXPERIENCE:**

- High school education or equivalent with 2 years of related college courses.
- 2 or more years of Public Sector customer service/administrative support or closely related experience is desired.

## **KNOWLEDGE SKILLS AND ABILITIES:**

- Knowledge of business English, spelling and mathematics.

- Ability to perform tasks independently and know when to refer tasks to higher level authority.
- Employee must be bondable.

**GENERAL REQUIREMENTS:**

- Ability to communicate courteously, effectively, tactfully, and maintain confidentiality.
- Demonstrate strong written and oral communications skills.
- Ability to carry out oral and written instructions.
- Ability to organize and prioritize workload.
- May perform task/job duties of other work unit positions in order to balance workload and/or cross train personnel.
- Proficiency with common office practices, equipment and software.
- Follow all safety requirements set forth by District policy, State and Federal codes.
- Follow all District Policies and Procedures.
- Other duties as assigned.

**SPECIAL REQUIREMENTS:**

- Depending on area of assignment, must have valid WA State Driver's License.

**WORK ENVIRONMENT:**

- Work is generally performed in an office environment.
- May require shift, weekend and holiday work as required by emergency or work assignment.
- Anticipated to respond in emergency situations.
- Fast-paced customer service-oriented environment.

**MACHINERY, TOOLS, EQUIPMENT, PERSONAL PROTECTIVE EQUIPMENT:**

- Standard office equipment.

**PHYSICAL DEMANDS:**

**N:** Never (not at all)

**O:** Occasional (1-33% of the time)

**F:** Frequent (34%-66% of the time)

**C:** Constant (67%-100% of the time)

STRENGTH:  Sedentary  Light  Medium  Heavy  Very Heavy

	Frequency	Comments	
Sitting	C		
Standing	O		
Walking	O		
Driving	O		
Lifting: 25 lbs.	O		
Carrying: 25 lbs.	O		
Push/Pull: 25 lbs.	O		
Climbing Stairs/Ladders	O		
Working at Heights/Balancing	N		
Bending at Waist	O		
Twisting at Waist	O		
Crouching/Kneeling	O		
Crawling	O		
Reaching	O		
Repetitive Motion	C	Keyboarding	
Handling/Grasping	O	Pinch Grasp %	Whole Hand Grasp %
<i>Comments for line above:</i>			
Fine Finger Manipulation	F		
Talking	C		
Hearing	C	Indoors 100%	Outdoors %
Seeing	C		
Temperature Extreme	O		
<i>Comments for line above:</i>			
Vibration	N		
Other			

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals

may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.