



CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: **Customer Service Representative**

Job Code: **OB118HD**

Pay Grade: **114**

Effective Date: **October 2007**

FLSA: **Non-Exempt**

Revision Date: **April 2023**

NATURE OF WORK

Under close supervision, provides customer service on behalf of Lewis County Public Health & Social Services; performs a variety of clerical functions in support of departmental operations.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists customers at the public counter and by telephone; responds to public inquiries regarding departmental programs, services, policies, processes, and procedures.
- Responds to customers, via phone and in person, seeking information, registration for services including scheduling use of some facilities, issuing certificates and permits, and making referrals to community services.
- Collects and receipts fees, balances cash till daily, prepares daily deposit, and handles cash per county cash handling policy and procedures.
- Maintains a variety of program databases necessary for a variety of uses such as report development, billings and tracking.
- Maintains functional awareness of updates in program areas and assure co-workers are cross trained. This may include knowing pertinent RCWs and WACs e.g. responsibilities of Deputy County Registrar for births and deaths as well as development of desk manuals.
- Maintains customer, client, and various program records that may include following Washington Secretary of State guidelines for archiving government records.
- Provides support to various programs that could include typing of monthly calendars, press releases, and other information for media, preparation of vouchers etc.
- Participates in trainings, client meetings, in-house meetings and community meeting as assigned.
- Maintains stock of necessary supplies and order forms, pamphlets etc. as necessary.
- Maintains absolute confidentiality of work-related issues and County information; complies with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended, and HIPAA policies and procedures.
- Assists individuals in preparing program applications; determines applicant eligibility; calculates levels of exemption.
- Prepares and maintains departmental forms, records, files, and other documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and at the public counter; subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 35 pounds.

EMPLOYMENT STANDARDS:

High school diploma or GED equivalent; AND two (2) years of customer service and/or general office experience.

A valid driver's license is required.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of:

- County policies and procedures.
- Customer service principles, protocols, and standards.
- General office practice and equipment.
- Standard computer software applications.
- Cash handling principles and practices.
- Departmental operations relative to area of assignment.

Skills in:

- Coordinating and performing a variety of customer service functions.
- Responding to public inquiries and providing information regarding departmental services, programs, policies, and procedures.
- Working with and providing services to a very diverse community.
- Maintaining accurate records.
- Processing permits, transfers, refunds, and/or other departmental transactions.
- Preparing and maintaining departmental records, files, and documentation.
- Establishing and maintaining effective working relationships with internal and external colleagues, partners, clients, and the public, and on occasion managing a situation involving difficult or disruptive customers.
- Communicating effectively verbally and in writing.
- Maintaining confidentiality.