



# CUSTOMER SERVICE REPRESENTATIVE – CASUAL JOB DESCRIPTION

Job Title: **Customer Service Representative –**

**Casual**

Pay Grade: **Casual**

FLSA: **Non-Exempt**

Representation Status: **Non-Represented**

Job Class Code: **TBD**

PCN: **TBD**

Effective Date: **October 2007**

Revision Date: **May 2025**

Dept./Division: **PH&SS**

## 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, by telephone, and by email; responds to public inquiries regarding departmental programs, services, policies, processes, and procedures.
- Responds to customers, via phone and email and in person. Issues certificates and permits, and makes 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 assures 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 meetings 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.

**QUALIFICATIONS:**

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

Possess and maintain a valid Washington State Driver's license.

**COMPETENCIES (KNOWLEDGE, SKILLS, ABILITIES AND BEHAVIORS):**

**Knowledge of:**

- 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.

**Ability to:**

- Learn and follow County policy and procedures.