



## CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: <b>Customer Service Representative – Casual</b>	
Dept./Division: <b>PHSS</b>	Job Class Code: <b>1337</b>
Pay Grade: <b>Casual</b>	PCN: <b>1337002</b>
FLSA: <b>Non-Exempt</b>	Effective Date: <b>October 2007</b>
Representation Status: <b>Non-Represented</b>	Revision Date: <b>June 2025</b>
Reports To: <b>Public Health and Social Services</b>	

### 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 the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.*

- 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:****REQUIRED:**

High school diploma or GED equivalent; AND two (2) years of customer service and/or general office experience. Valid Washington State Driver 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 policies and procedures.

**Behaviors:**

- Regular, reliable attendance.

**Job Title: Customer Service Representative**

**Job Class Code: 1337**

As the incumbent in this position, I have received a copy of this position description.

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Employee's Name

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Employee's Signature

Date