



# CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: <b>Customer Service Representative – Public Works</b>	
Dept./Division: <b>Public Works/Admin.</b>	Job Class Code: <b>1330</b>
Pay Grade: <b>115</b>	PCN: <b>1330006</b>
FLSA: <b>Non-Exempt</b>	Effective Date: <b>March 2026</b>
Representation Status: <b>Teamsters</b>	Revision Date: <b>March 2026</b>
Reports To: <b>Public Works Business and Office Manager</b>	

## NATURE OF WORK

Under close supervision, provides prompt, courteous, and efficient customer service on behalf of the Lewis County Public Works Department. The position performs assigned support work for customer services related to 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.*

- Assist the public at service counter in all departmental business.
- Research and responds to customer inquiries and complaints, regarding departmental policies, procedures, programs, and services; greets and directs office visitors.
- Answer multiple telephone lines with the ability to communicate effectively and efficiently with the public and County employees in person, in writing, and by telephone.
- Process, maintain, and update various departmental records, reports, files, computer databases, and other files.
- Collects and receipts cash, check, and credit card payments including but not limited to fees, permits, utilities, and maps.
- Processes transactions in the accounting system, and balances the cash drawer and deposits receipts daily.
- Updates and maintains departmental records, files, lists, handbooks, databases, and/or web pages.
- Prepares, copies, scans, processes, and/or distributes correspondence, forms, faxes, notices, agendas, meeting minutes, news releases, and other types of documents.
- Performs data entry and/or other routine clerical tasks; receives, sorts, and distributes departmental mail
- Receives and processes permit and license applications and/or public records requests; collects and receipts monies for County fees.
- Maintain office supply inventories.
- Performs other duties as assigned.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is mostly performed in a standard office environment and at the public counter. Physical requirements include the ability to lift/carry up to 20-50 pounds occasionally, manual dexterity necessary to operate a computer and office equipment. Subject to sitting for extended periods of time, client/customer contact, standing, walking, stooping/kneeling, squatting, bending, and reaching to perform the essential functions.

**QUALIFICATIONS:**

**REQUIRED:** High School Diploma or G.E.D. equivalent; AND two (2) years' experience in customer service or closely related positions.

**COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):****Knowledge of:**

- Customer service principles, protocols, and standards.
- Knowledge of general office procedures and ability to use a computer and office machines.
- 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.
- Processing departmental transactions.
- Preparing and maintaining departmental records, files, and documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, and the general public.
- Communicating effectively verbally and in writing.
- Ability to accurately handle money transactions, including balancing receipts.
- Ability to maintain confidentiality of restricted or private information and records, and effectively handle sensitive matters.
- Using tact, discretion, patience and understanding in dealing with the public.

**Ability to:**

- Learn and follow County policies and procedures.

**Behaviors:**

- Regular, reliable attendance with minimal unplanned absences.
- A willingness to embrace change and grow personally, professionally, and as an organization.
- Earn trust and respect through clear communication, follow-through, taking ownership and maintaining confidentiality while providing professional services.
- Accept personal responsibility for work, actions, and words.

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- Commit to the delivery of public services that will benefit the community and contribute to the well-being and quality of life for the citizens of Lewis County.
  - Build constructive working relationships with colleagues and stakeholders.
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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