



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Customer Service Assistant – Main Office  
**REPORTS TO:** Customer Service Manager  
and Customer Service Supervisor

**STATUS:** Non-exempt / Union - IBEW  
**WAGE:** Contract

**POSITION SUMMARY:** The Customer Service Assistant is an entry-level position. It is required to perform a variety of basic functions in the Customer Service department. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Professionally and efficiently communicates with residential and business customers by phone or in person to provide information on SUB policies, procedures, programs and other related information.
5. Maintains complete confidentiality of customer information.
6. Provides exemplary and professional customer service to external and internal customers.
7. Provides switchboard and receptionist duties as assigned.
8. Effectively meets deadlines and prioritizes workload to meet department requirements.
9. Ensures accurate processing of all customer payment transactions.
10. Processes the outgoing mail.
11. Enters data accurately for all customer service database systems.
12. According to an established schedule, delivers on foot and by vehicle all interoffice mail and regular mail throughout the organization and at different locations, including the local post office, city and attorney's offices.
13. Accurately files/images documents and correspondence as needed. Maintains hardcopy/electronic files in a neat and orderly fashion according to established records management systems.

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14. Routinely inventories and restocks office supplies.
15. Assumes responsibility for personal productivity and quality of work.
16. Identifies and communicates problems and recommends solutions to Customer Service Manager or Customer Service Supervisor.
17. Runs errands to other locations by vehicle.
18. Light clerical duties as assigned.

### ***Marginal Functions***

None

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.*

### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

### **OTHERS SUPERVISED**

- None

### **MINIMUM QUALIFICATIONS**

#### ***Experience***

- Minimum one-year recent direct customer service experience
- Minimum one-year recent cashiering experience
- Minimum two years' experience and proficiency with personal computers
- High phone volume and in-person customer contact

***Knowledge, Skills & Abilities***

- Effectively and calmly communicating with difficult customers and emotional situations
- Communicate effectively orally and in writing
- Excellent listening skills
- Accurate 10 key skills, preferably by touch
- Accurate keyboarding - minimum of 40 words per minute by touch
- Excellent team work skills
- Proficiency with Microsoft Windows and Outlook
- Demonstrated ability to learn and independently apply policies and procedures
- Must have a valid Oregon driver's license and maintain good and safe driving record
- Ability to operate office equipment, including a calculator, mail postage machine and extractor, check imaging machine; scanner, copier and multi-line phone
- Ability to use sound judgment and appropriate decision making
- Ability to apply and manage work assignments independently

***Education***

- High school diploma or equivalent

**PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
  - Far visual acuity:** Sees adequately to drive a vehicle.
  - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents.
  - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
  - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING: Mailroom responsibilities** – standing up to 4 hours per day
  - Cashiering responsibilities** – stands or sit on the job for varying periods of time depending on the activity, up to 8 hours per day

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- **SITTING:** **Mailroom responsibilities** – sits up to 2 hours per day  
**Cashiering responsibilities** – sits or stands on the job for varying periods of time depending on the activity, up to 8 hours per day  
**Check imaging responsibilities** – sits up to 6 hours per day
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies, passes/receives items to/from customers over counter.
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office type equipment.

Revised: September 5, 2019