

# Job Title: Customer Service Clerk

Puget Sound Energy is looking to grow our community with top talented individuals like you! With our rapidly growing, award winning energy efficiency programs, our pathway to an exciting and innovative future is now.

PSE's Customer Solutions team is looking for qualified candidates to fill an open **Customer Service Clerk** position!

Specific details regarding the work arrangements for this position will be discussed in further detail during the interview process.

## Job Description

Perform customer payment processing and prepare bank deposits. Answer routine customer inquiries and maintain customer records. Assist in customer service areas such as credit, new service and adjustments. Perform apartment and various office tasks.

## Job Responsibilities

The position is responsible for performing customer payment processing and a variety of clerical activities as outlined in the job description. The position is also responsible for maintaining customer records and performing specific assignments in customer service areas, such as new service, apartments, credit and billing. Responsibilities include answering routine customer service questions and processing routine customer requests, including establishing, updating and maintaining accurate customer records.

1. Process customer payments including notifying credit of payments on credit notices, preparing cash reports, counting and verifying currency and checks, endorsing checks and assisting others to balance.
2. Prepare summary information and reports regarding payments and prepare bank deposits.
3. Perform apartment desk assignments.
4. Under general direction, assist in the tasks of the new service, credit and billing desks.
5. Answer customer and Company personnel inquiries for routine information, using filing or other locating systems, and process information to customer records or forward for further action.
6. Perform a variety of office tasks such as processing mail, filing, typing, reception and telephone answering duties, processing meter reading and other data, copying and collating information and maintaining reference materials regarding Company policies.
7. Operate terminals, telephone, calculators, 10-key, computer keyboard and related equipment
8. Perform similar and incidental duties as assigned.

Note:

Job responsibilities formerly assigned to Customer Record Clerk and Credit Clerk - APUA.

## Additional Information

### SUPERVISION

The position is not responsible for supervising or leading other persons.

### EXTERNAL CONTACTS

The position has frequent communications with business partners regarding payment processing and providing or gathering routine information relative to the assigned area.

### JOB CONDITIONS AND PHYSICAL EFFORT

The duties and responsibilities are performed in an office environment. The position generally involves continuous sitting, occasional standing and walking, light lifting, frequent bending and reaching and keyboard and telephone operation.

The environmental conditions generally include ambient inside temperature, lighting and noise levels.

## Minimum Qualifications

### EDUCATION

Previous minimum education and training should include the equivalent of successful completion of high school studies in general clerical skills including 10-key adding machine. Proficiency at touch typing is required as well as demonstrated customer communications capabilities.

## EXPERIENCE

Previous job experience is not required. Approximately 6-12 months on the job experience is required before all the job duties and responsibilities can be performed without day-to-day supervision.

At PSE we value and respect our employees and provide them opportunities to excel. We offer a competitive compensation and rewards package.

The pay range for this position is \$18.15 - \$18.15, and this position is eligible for annual goals based incentive bonuses.

PSE offers a suite of benefits to our employees. Employees are eligible for medical, dental, vision, basic life, and short- and long-term disability insurance. There are additional voluntary options of supplemental life insurance, accidental death and dismemberment insurance, flexible spending accounts for health care and dependent daycare, and an Employee assistance program (EAP). For long term savings, PSE offers a 401(k) investment option and a cash balance retirement plan. Employees will also receive Paid Time Off (PTO) and Paid Holidays throughout the calendar year. Detailed benefit overviews can be found on our Career page - [Why Work For Us \(pse.com\)](https://pse.com/Why-Work-For-Us).

Families and businesses depend on PSE to provide the energy they need to pursue their dreams. Our steadfast commitment to serving Washington communities with safe, dependable and efficient energy started in 1873. Today we're building the Northwest's energy future through efforts like our award winning energy efficiency programs and our leadership in renewable energy.

Puget Sound Energy is committed to providing equal employment opportunity to all qualified applicants. We do not discriminate on the basis of race, color, religion, sex, national origin, age, sexual orientation, gender identity, marital status, veteran status or presence of a disability that with or without reasonable accommodation does not prevent performance of the essential functions of the job, or any other category prohibited by local, state or federal law.

Should you have a disability that requires assistance and/or reasonable accommodation with the job application process, please contact the Human Resources Staffing department at [jobs@pse.com](mailto:jobs@pse.com) or 425-462-3017.