



Seeks Applicants

## Utility Billing - Customer Service Representative (Clerk III)

8 Step Hourly Wage Schedule - \$30.39 - \$37.60

Generous Employer Contributions to Medical/Dental Benefits and  
Washington State Department of Retirement

**Position Is Open Until Filled – First Review November 14, 2025**

To Apply Submit a City Application and Resume to  
[humanresources@ci.lacenter.wa.us](mailto:humanresources@ci.lacenter.wa.us)

---

### **Position Summary**

This employee works closely with another Customer Service Representative in greeting customers, in person or by phone, that seeks information and services from the City of La Center.

Assigned to the Administrative Services Department, this employee reports to the Director of Administrative Services.

The workweek for the Customer Service Representatives is **Monday-Friday, 8:00 AM - 5:00 PM**. When supporting the Administrative Services Manager during the City Council meetings, the employee may be required to work two evenings a month. The employee may receive overtime or comp time for the hours spent attending the City Council meetings.

City of La Center employees are responsible for demonstrating the values as stated in the City's Guiding Principles, working cooperatively and collaboratively with colleagues, and delivering services to customers with a high degree of professionalism.

This position is represented by the Chauffeurs, Teamsters & Helpers, Local 58 (union).

### **Essential Job Duties/Primary Job Duties**

- Answer questions about City services and direct the callers or visitors to the appropriate employee within the City.
- Communicate complex and detailed information about City services, City policies and codes, county and state laws and regulations.
- Receive and produce a receipt verifying payments to the City to include utility payments, building permit and plan review payments, purchase of dog licenses, and rental fees.
- Facilitate the monthly utility billing, reconcile payments, and maintains a current customer inventory.
- Enter receipts for cash received into Springbrook software, and logs all cash payments in the appropriate financial database.
- Use asset management and work order software to document requests for services.
- Schedule appointments and meetings at the request of managers, directors, and the Mayor.
- Communicate verbally and in writing complex information to visitors, internal customers, representatives from regulatory agencies, and business representatives.
- When assisting the Director of Administrative Services, the employee will publish the City Council agenda, attend City Council meetings when requested, operate the recording equipment, support the Mayor in maintaining the flow of parliamentary procedures, and prepare the 1<sup>st</sup> draft of Council meeting minutes.
- Draft, review, and edit a wide range of correspondence, reports, and professional documents. At the direction of the Director of Administrative Services, research records, files, documents, and a variety of government regulations, laws, and procedures.
- Customer Services Representatives may be assigned responsibility for producing the City's newsletter, maintaining the City's webpage, Facebook, and promotional/information materials.
- Work closely with very detailed information including financial information.
- File and retrieve a wide range of documents in existing paper files and electronic files and retrieve information from archived files.
- Register requests for special events and confirm reservations for the City's community center.
- Work collaboratively with internal customers, find solutions to problems, and maintain cooperative and professional relations with colleagues.
- Retrieve and record documents required and forward the requested documents to the Director of Administrative Services.
- Distribute information and education materials, e.g., information about community events, quality of life issues, and mandates issued by law, the governor, or the Mayor.

- Adhere to the City's anti-discrimination, harassment, and retaliation policies and strive to be inclusiveness.
- The job duties and tasks outlined above are not all-inclusive.

### **Minimum Qualifications/Required Skills**

- High School graduate or GED
- Two (2) years of Community College in computer science, records management, or administrative services
- Two (2) years of work experience in an administrative or customer service environment; prior work in public employment is preferred but not required.
- Must be highly proficient in using Microsoft Suites, including Word, Excel, Outlook, Publisher, PowerPoint
- Must have prior experience using some form of financial/accounting software (Springbrook experience is highly desirable)
- On the job experience may substitute for not meeting the education component.

### **Work Environment**

- Work environment is in an open office concept that can be noisy as people mingle about the open-space lobby.
- Sit at a desk for extended periods entering data into a computer.
- Bend to retrieve documents from lower drawers in filing cabinets or on top of cabinets; frequently use wrists and arms when entering data into a computer.
- Travel (walk or drive a vehicle). Out of office travel is infrequent.
- Professionally manage disruptive, upset, or disgruntled customers. Find a resolution to their concerns and provide a wide range of resources the customer may want to consider.

The above statements describe the general nature and level of work performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job classification is subject to change as the needs and requirements of the job change.

### **Equal Employment Opportunity Employer**