

Open Recruitment: Customer Service Specialist

Compensation

\$44,112 - \$48,648 per year,
Dependent upon skills and
experience

Benefits

- * Washington Public Employees' Retirement System (PERS)
- * Medical, dental and vision insurance
- * Flexible spending (Section 125) Program
- * Employer-paid public transit pass
- * 10 paid holidays scheduled throughout the year plus 2 floating holidays
- * Sick leave and vacation leave
- * Employee Assistance Program (EAP)
- * Life Insurance
- * Short Term Disability
- * Long Term Disability

*This position is
represented by
Teamsters Union
Local 763*

Why Puget Sound Clean Air Agency?

Our mission is to “work together to clean the air we breathe and protect our climate through education, incentives and enforcement.” The Agency’s vision is for everyone, everywhere to breathe clean, healthy air all the time regardless of who they are, or where they live and to become the most climate-friendly region in the United States.

The Puget Sound Clean Air Agency is a regional government agency created in 1967. Our jurisdiction covers King, Kitsap, Pierce and Snohomish counties. We achieve our mission by monitoring air quality, sponsoring voluntary initiatives, educating people and businesses about air quality issues, and enforcing state and federal air quality laws.

The Position:

The **Customer Service Specialist** holds a critical and central role in our Agency as the first point of contact for our customers. The Customer Service Specialist greets Agency visitors, provides information and services to external and internal customers, and assists other staff members by providing administrative support functions. The Customer Service Specialist is a regular full-time position, whose work supports multiple work groups through the Agency. Job duties include but are not limited to:



- ◆ Processing the Agency’s incoming and outgoing mail;
- ◆ Assisting contractors and other visitors with filing necessary paperwork;
- ◆ Maintaining informational materials in the reception area;
- ◆ Answering telephone requests from the public;
- ◆ Maintaining the Agency conference room scheduling system; and
- ◆ Providing back up support to the other Agency administrative staff.

**For more information and to apply please visit www.pscleanair.org/jobs
Deadline to be considered in the first review of applicants is February 22, 2019**

Open Recruitment: Customer Service Specialist (continued)

Job Qualifications

Competitive candidates for the position will have the following knowledge, skills and abilities:

Knowledge of:

- ◆ Office and clerical practices, procedures and equipment; and
- ◆ English grammar, spelling and punctuation used in business.

Ability to:

- ◆ Develop and maintain sound business relationships, including a strong customer service orientation, with staff, other agencies and members of the public;
- ◆ Communicate effectively using tact, courtesy and good judgement;
- ◆ Use Microsoft Office suite proficiently (Word, Excel, Outlook)
- ◆ Manage paper flow effectively and efficiently with attention to accuracy and detail;
- ◆ Operate office machines such as computer terminal, fax and copier; and
- ◆ Physically perform essential job functions with or without reasonable accommodation.

Education and Experience

Candidates may have any combination of education and experience which provides the knowledge, skills, and ability to perform the job. An example of minimum education and experience would be:

- ◆ High school diploma or GED equivalent with some post-high school coursework in areas such as word processing or office administration.
- ◆ Three years of varied office experience in a customer service setting and including word processing and administrative coordination



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