



31627 1st Avenue South • P.O. Box 4249 • Federal Way, WA 98063-4249
253-941-1516 Federal Way • 253-927-2922 Tacoma • www.lakehaven.org

NOTICE OF EMPLOYMENT

<u>POSITION TITLE:</u>	Customer Service Representative I – Customer Support
<u>UNION:</u>	AFSCME
<u>RESPONSIBLE TO:</u>	Customer Service Manager or designee
<u>POSTING DATES:</u>	Open 2/17/21 until filled (first review 3/5/21)

Accepting applications from internal and external applicants.

Lakehaven Water and Sewer District has an immediate opening for a Customer Service Representative in the Customer Service Department.

Customer Service Representative I

Salary Range: \$29.44 – \$38.29/hour

As a Lakehaven Customer Service Representative, you will be part of a team that has been recognized by the National Association of Clean Water Agencies for its environmental stewardship and has been a long standing member of the American Water Works Association. Lakehaven has a service area population of over 135,000 people living across a 35 square mile area in south King County, making us the second largest special-purpose water and sewer district in the state. Our water system includes 450 miles of water mains, 25 active wells and 12 storage tanks, which allows us to meet a current annual average water demand of 10 million gallons per day (MGD) from the community. Lakehaven also has two wastewater treatment plants, 27 sewer lift stations, and 350 miles of sewer mains capable of collecting and treating up to 15.6 MGD. Our employees work hard to produce and treat high quality drinking water and to ensure treated wastewater adheres to EPA standards which safeguards the local ecological system of Puget Sound. If you want to work for an award-winning, innovative utility with competitive pay rates, career advancement and training opportunities, this is the right opportunity for you.

Our Customer Service team provides excellent service to our customers. Routine duties include performing receptionist tasks and assisting customers on the phone and in person. The ideal candidate is experienced in handling cash, including providing correct change and balancing cash drawers daily, and applying payments to customer accounts. Additional duties include routine correspondence, filing, and document retention.

Position placement and pay is dependent upon experience and qualifications.

BENEFITS:

- ◆ State of Washington Department of Retirement Systems PERS Plans
- ◆ State of Washington Health Care Authority's Medical, Dental, Vision benefit programs
- ◆ HRA VEBA
- ◆ Paid Time Off
- ◆ Holiday Pay

Do you like fast paced days and interacting with customers while working closely with your team? If so, this is the job for you. Visit our website at www.lakehaven.org for the position description, requirements, and application.

Lakehaven Water and Sewer District is an Equal Opportunity Employer. Individuals interested in applying for this position must submit a completed Cover Letter, Resume, and District Application, no later than 4PM 3/5/21 to cpeters@lakehaven.org or by mail to Lakehaven Water and Sewer District, c/o HR, 31627 1st Avenue South, Federal Way, WA 98003. Incomplete application materials will not be accepted.

If you need an accommodation in the recruitment process or an alternate format of this announcement, please enquire directly with the Human Resources Manager.