



## Job Announcement

**Job Title:** Customer Support Representative Grade 1- 3

**Pay Range:** \$26.93 – \$46.39 DOE

**FLSA Status:** Non-exempt

**General Summary:** Incumbent is responsible for performing a variety of customer service-oriented activities; primarily providing customer service directly to the public both at the front counter as well as over the telephone or via email or fax, responding to customer complaints and inquiries and representing the public face of the District to our rate payers.

**Minimum Experience/Education:** Requires a high school diploma or GED and valid Washington State driver's license and the following experience:

**Grade 1:** Any equivalent combination of education and experience, which provides the applicant with the knowledge, skills and abilities required to perform the job. Requires high school diploma or GED and 0- 2 years of customer service with specialized experience in administrative/clerical practices.

**Grade 2:** Any equivalent combination of education and experience, which provides the applicant with the knowledge, skills and abilities required to perform the job. Requires high school diploma or GED and 2 - 4 years of customer service with specialized experience in customer service, administrative or clerical practices, prior utility experience strongly preferred.

**Grade 3:** Any equivalent combination of education and experience, which provides the applicant with the knowledge, skills and abilities required to perform the job. Requires high school diploma or GED and 5 or more years of specialized experience in customer service, administrative or clerical practices, prior utility experience strongly preferred.

**Benefits:** The District offers a full benefits package to include paid time off (vacation, sick and holidays), full family health insurance paid 100% by the District, State of Washington PERS retirement program, Disability, Life, EAP, HRA VEBA, and tuition assistance.

Individuals interested in applying for this position must submit online @ [www.covingtonwater.com](http://www.covingtonwater.com) a complete District application and cover letter with resume by May 22, 2025 @ 5PM. We will notify applicants invited to participate in the interview process by phone or email. The first review will be May 23, 2025.

We are a Drug Free Workplace and Equal Opportunity Employer.