

**COLUMBIA POWER AND WATER SYSTEMS
POSITION DESCRIPTION**

Job Title:

Service Location Coordinator

Effective Date:

Reports To:

Vice President of Customer Service

Supervises Directly:

N/A

Supervises Through Subordinates:

N/A

Purpose for the Position:

A non-exempt position to perform administrative tasks associated with the creation of new services. The position will also serve as the primary contact for all individuals desiring new service from CPWS or reconfiguring existing service(s).

Essential Responsibilities:

1. Complete the electrical permitting process per state standards
2. Complete the water tap process per CPWS standards and state regulations
3. Ensure appropriate fees are collected for all services desired at each location
4. Ensure each location is mapped correctly within GIS
5. Interact with inspector, electricians, and home builders as needed
6. Talk with customers by telephone or in person to determine service needs
7. Interact with appropriate engineering departments to ensure meeting customer expectations
8. Ensure accuracy of GIS and CIS data integration (map edits)
9. Collaborate with Meter Services to ensure billing information is correct
10. Maintain standards for location addressing
11. Understand all service requirements
12. Ensure integrity of location attributes, includes but not limited to inside/outside city limits and sales tax codes
13. Ensure continuous data integrity of all locations within CPWS service territories
14. Maintain documents related to all locations as needed, including the scanning of such documents
15. Collaborate with Customer Records to ensure bills are prepared accurately
16. Other work as assigned

To do this kind of work, you must be able to

- speak clearly and listen carefully
- use personal judgment and specialized knowledge to give information to people
- communicate well with many different kinds of people
- change easily and frequently from one activity to another, such as from typing to interviewing, to searching in a directory, to using a telephone or radio transmitter
- deal with people in courteous manner
- use eyes, hands, and fingers accurately while operating a computer keyboard

Essential Functions of the Job:

1. Acknowledge and adhere to all CPWS policies
2. Regular attendance at work
3. Perform duties safely without endangering self, others, and the public
4. Ability to lift 0 - 20 pounds maximum occasionally
5. Ability to lift and/or carry objects weighing up to 10 pounds for 2 hours a day
6. Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
7. Ability to sit for 2 hours at a time
8. Must have good communication skills
9. Ability to read maps
10. Ability to handle multiple tasks
11. Ability to read and write
12. Ability to reach, handle, feel, talk, hear, and see
13. Environmental Conditions: Ability to work inside: protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of time inside.

Math Skills:

Requires mathematical development sufficient to be able to add, subtract, multiply, and divide all units of measure.

Language Skills:

Must have developed language skills to the point to be able to read and understand instructions, safety rules, etc. Must be able to speak with poise, voice control and confidence using a well-modulated voice.

Relationships to Data, People, and Things:

Data: Coordinating: Gathering, collating, or classifying information about data, people or things. Reporting and/or carrying out a prescribed action in relation to information is frequently involved.

People: Speaking/Signaling/Writing: Talking with and/or signaling people to convey or exchange information.

Things: Operating/Controlling: Starting, stopping, controlling, and adjusting the process of machines or equipment. Operating machines involves setting up and adjusting the machine or materials as the work progresses. Controlling involves observing progress of operations and turning devices to regulate reactions of materials.

To do this job, you must have the following minimum amount of total education and/or experience:

1. High school diploma or equivalent
2. Five years of customer service work experience, utility industry preferred.

GENERAL REQUIREMENTS:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or other tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.