

**COLUMBIA POWER AND WATER SYSTEMS  
POSITION DESCRIPTION**

**Job Title:**

Water Department Clerk

**Effective Date:**

**Reports To:**

Vice President of Water Operations

**Supervises Directly:**

N/A

**Purpose for the Position:**

A non-exempt position to perform a variety of clerical, recordkeeping, and customer service tasks to support the Water Distribution and Water Production departments.

**Essential Responsibilities:**

1. Answer, screen, and transfer phone calls
2. Assist in facilitating communication with customers and help coordinate all required meetings including pre-design, pre-construction, etc.
3. Log all information related to water construction projects, which includes but is not limited to permit drawings, design drawings, as-builts drawings and other related specifications, permits and information
4. Assist with documentation for backflows, cross-connections, and water meter testing
5. Process applications by communicating the process with the customer and assisting customer through when the final infrastructure is decided over to Columbia Water System
6. Assist in entering codes concerning fees and deposits in to application system
7. Assist with coordinating water tap requests ensuring all information is supplied to the customer and billing is handled appropriately
8. Prepare all water contracts as required and turn over to Customer Records Manager for processing into billing
9. Assemble and/or prepare time sheets for Water Engineering, Distribution, and Treatment
10. Type letters and perform clerical duties including keeping records of PTO and logging information into the Distribution department diary
11. Other work as assigned

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

- effectively use telephone to communicate with large number of calls on daily basis
- effectively use office equipment

- navigate GIS as needed for basic information
- use a computer effectively
- deal with people in courteous manner

### **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 sit at a desk up to 8 hours a day
5. Ability to talk, hear, and see
6. Ability to read and write
7. Ability to file
8. Ability to use eyes, hands, and fingers to operate computer
9. Ability to pick up 10 pounds occasionally
11. 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 easily and effectively add, subtract, multiply, divide, and work with exponents and equations.

### **Language Skills:**

Must have developed language skills to the point to be able to listen and be effective explaining company policies to customers both in person and over the telephone.

### **Relationships to Data, People, and Things:**

Coordinating: Determines time, place, and sequence of operation(s) or action(s) to be taken based on analysis of data; executing determination of and/or reporting on events.

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. Minimum of 5 years of secretarial and/or clerical work experience
3. Proficient in Microsoft Office Suite

**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 different 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.