



Position Description

Client Service Specialist Thurston County Office

Range: 32
Salary: 23.77 – 38.95 DOQ
Class: Non-Exempt
Supervisor: CSS Lead (Thurston County Energy)
Department: Community Services
Revised: November 2023

Definition:

Provides support to the Thurston County office through duties that encompass client service delivery of energy, utility and fuel assistance funds; provides administrative support to program staff, to include (but not limited to): directing client calls to appropriate staff/department; providing information and referrals to callers/visitors to other service providers.

Typical Work:

Screens and schedules energy assistance applicants.

Disseminates appropriate program information and referral to clients.

Provides administrative support that will include computer skills, mail, filing, data entry, phones, and other incidental office procedures.

Manages and coordinates, inventory and supplies; as well as communication devices (computers, faxes, phones, internet, etc.).

Provides Energy and Utility client services from a variety of program dollars.

Performs other duties as required and/or assigned.

Knowledge and Abilities:

Knowledge of: English language, basic reading, writing and math skills; basic office practices, procedures and office equipment; fundamentals of interviewing; crises management techniques; local resources.

Ability to: Speak and write clearly and effectively, good communication skills; work effectively with persons of diverse socio-economic backgrounds; practices tact, courtesy and discretion; interpret federal regulations and guidelines; perform effectively under stressful conditions and within time constraints.

Job Description – Client Services Specialist - Thurston County

Page 2 of 2

Desirable Qualifications:

High School Graduate or GED equivalent.

Seasoned worker with three years of experience in social services agency or office setting with good computer and communication skills.

Accurate and efficient typing skills on keyboard and ten-key.

Familiarity with Microsoft Excel, Word, and Outlook.

Bilingual communication ability (beneficial).

Must have a valid Washington State driver's license (in good standing) when operating a privately owned vehicle on official Agency business; must comply with Washington State's liability laws when operating a privately owned vehicle on job-related business.

Documentation establishing authorization to work may include: Social Security Card, Certificate of Birth in the United States or other approved documentation. A picture ID will also be required. In addition, and at the Council's expense, if an applicant is offered a position, there will be a comprehensive background check.

Applicants must produce proof of authorization to work in the United States at time of job offer. Documentation establishing authorization to work may include: Social Security card, Certificate of Birth in the United States or other approved documentation. A picture ID will also be required.

The above is a non-exempt position as defined under the professional portion of the Fair Labor Standards Act related to minimum rate and overtime requirements, therefore any overtime worked will need to be cleared in advance by your supervisor.

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

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