

Job Description

Position: Client Services Representative
Type: Hourly, Full-time, Permanent, Onsite
Hours: 8am to 5pm Monday through Friday (typical)
Location: Yakima, Washington
Compensation: \$38,000 to \$44,000 per year (depending on qualifications)
Reports To: Executive Director
Direct Reports: None

Position Summary

Acts as point of first contact for the Agency and provides client care and initial intake for various aspects of Agency operations. Regularly interacts with members of the public, regulated industry, and internal compliance, engineering, and other staff.

Qualifications—Required

Applicants are required to have, and be able to demonstrate, the following:

- High school diploma (or equivalent) and one year of experience working in a customer service, clerical, administrative, accounting, purchasing, or similar position or Applied Associate degree in business or related course of study
- Understanding of, and ability to effectively use, spreadsheet and word processing software.
- Comfortable learning custom database application.
- Touch-typing (min. 25 words per minute).
- Bilingual (English and Spanish).
- Strong verbal and written skills (English and Spanish).
- Thoroughness, attention to detail, and accuracy.
- Understanding of general business concepts.
- Professional appearance and demeanor.

Qualifications—Preferred

Preference will be given to Applicants that have, and can demonstrate, one or more of the following:

- Experience in government or other public sector work.
- Possession of an Applied Associate degree in business or related course of study or one or more certificates in bookkeeping, business applications software, general office operations, translating (English / Spanish), business, or similar area.
- One or more years of experience in customer service, payment processing/receipting, data entry, reception/intake, or similar position.
- Familiarity with conducting credit card transactions.
- Experience with Microsoft Office and/or LibreOffice application suite.

Duties and Responsibilities

- Process in-person and phone payments including credit card payments.
- Receive and route incoming mail and shipments.
- Process outgoing mail and shipments including certified and other special mail.
- Answer and route calls, voice mail, and electronic mail.
- Maintain stock of educational and outreach materials.
- Provide initial data entry for multiple aspects of agency operations.

- Manage office supplies inventory and ensure adequate stock of standard items.
- Support public and industry engagement efforts.
- Answer common/basic client questions and ensure problem follow-up and resolution.
- Perform initial air quality complaint and permit application intake.
- Collaborate with Staff Accountant to process annual registration paperwork and payments.
- Assist in efforts to improve agency efficiency and workflow.
- Manage residential burn permits including qualification, vendor relations, and auditing.
- Provide English/Spanish translation as needed.
- Assist in maintaining Agency documentation.
- Support smoke reduction program as directed by the Administrative Assistant.
- Complete other tasks and projects as may be assigned by the director.
- Serve as backup for the Administrative Assistant.

About the YRCAA

The Yakima Regional Clean Air Agency is responsible for assisting businesses and residents in meeting the requirements of federal and state clean air laws and enforcing compliance with them, issuing permits to conduct activities or to build, modify, or operate equipment with the potential to increase pollution levels, monitoring air quality, responding to complaints, administering various programs, and educating the public regarding air quality problems, impacts, and conditions.

Created in July 1967, the Agency serves Yakima County (excluding the Yakama Nation reservation) and is one of seven clean air agencies operating in the State of Washington. It is governed by a five-member board and managed by a board-appointed Executive Director. Additional information is available on the Agency's web site at www.yakimacleanair.org.

The Yakima Regional Clean Air Agency is an equal opportunity employer. We embrace diversity, are committed to creating an inclusive environment for all employees, and make employment decisions based on qualifications, merit, and business need.