Permanent Customer Service Specialist 2

Salary
$2,535.00 - $3,276.00 Monthly

Location
Thurston County – Olympia, WA

Job Type
Full Time - Permanent

Department
Dept. of Fish and Wildlife

Job Number
2017-06950

Description

The Department of Fish and Wildlife has some of the most talented people in the natural resource field. We celebrate and value diversity, appreciating that a workforce composed of those from different backgrounds and experiences creates an inclusive environment, strengthens positive relationships with the local community, and brings new perspectives and approaches to fulfilling the agency's mission.

The Washington Department of Fish and Wildlife (WDFW) is dedicated to preserving, protecting and perpetuating fish, wildlife and ecosystems, while providing sustainable recreational and commercial opportunities dependent on viable fish and wildlife populations. Each day, WDFW employees facilitate fishing, hunting and wildlife viewing opportunities for millions of residents and visitors. WDFW's employees—field and laboratory biologists, geneticists, research scientists, hatchery professionals, policy experts, fully commissioned law enforcement officers, land stewards, lab technicians, property acquisition specialists, customer service representatives and others work throughout the state. WDFW employees protect and restore critical habitat, strive to facilitate species recovery when necessary, and manage hundreds of fish and wildlife species. WDFW employees maintain nearly a million acres of public wildlife lands. They interpret, apply and enforce state and federal laws and collaborate with stakeholders to protect fish and wildlife resources. Find out more about us and the important work we are a part of at www.wdfw.wa.gov

Applications will be reviewed and interviews will be held as qualified applicants are identified, the position may be filled and the recruitment closed. Therefore, you are encouraged to submit your application materials as soon as possible. The first review will be August 10, 2017.
The Fish Program's Administrative Operations Division is recruiting one positive, energetic individual with excellent customer service skills to fill one (1) permanent full-time Customer Service Specialist 2 position. The duty station is the Natural Resource Building in Olympia, WA. 98501.

This position is responsible for providing excellent customer service to constituents, as well as Fish Program and agency staff in identifying WDFW processes and procedures, independently resolving customer service problems related to agency programs and interpreting agency related laws, policies, and procedures.

Acts as a liaison between the customer and department by demonstrating a complete awareness of WDFW policies, procedures and commercial/recreational fishing rules and regulations for knowledgeable interaction with the public and diverse groups.

Provides information regarding opportunities, available services and department regulations. Interpret and apply knowledge of laws, policies, procedures, regulations and processes in the resolution of inquiries.

Duties

Provide interpretation and advice on agency policies, procedures, rules and regulations for the public, fishers, the recreating public and regional staff, using appropriate examples and supporting information.

Tasks include:

Use of regulation pamphlets, staff website, intranet and e-mail to maintain a current knowledge of all regulations, news releases and rule changes.

Maintain a current knowledge of geographical areas, streams, lakes, and other fishing locations.

Understands and interpret the fishing regulations pamphlet, Emergency rules and WAC.

Provide answers for questions regarding the identification of salmon and steelhead, shellfish, and other fish species.

Redirect telephone calls and or provide numbers for other appropriate agencies.

Executes excellent written and oral communication both internally and externally.

Provides incoming and outgoing mail services for the Program.

Facilitates visitors and sign-in process while providing a minimal level of security for the Program.

Performs general office duties and provides assistance to internal/external customers.

Organizes and provides office supplies and ordering services.

Other duties as assigned:
Tasks include:
Provide assistance with various projects and assignments as needed and directed by Supervisor.

Working Conditions
Work schedule is Monday – Friday, 8:00 – 5:00, duties are in an office setting. This position works with external customers daily over the phone and internal customers on occasion.

Qualifications
Required Qualifications
An Associate's degree and 2 years' experience providing assistance to customers regarding inquiries, complaints or problems, OR equivalent experience in customer service, providing assistance to customers regarding inquiries, complaints or problems.
Ability to type 35 wpm with accuracy.

Job Knowledge: (to perform the essential activities of the position, the employee must know or understand the following):
Excellent organizational and attention to detail; ability to maintain files, log, and reports.
Good verbal communications and the ability to write well.
Demonstrated experience working with a diverse group of customers
Strong interpersonal skills and customer focus (experience communicating and resolving complex customer problems over the phone is highly desirable).
Ability to use a multi-line telephone
Ability to handle highly stressful or adverse situations, making good decisions, working accurately and helping to calm others.
Ability to complete tasks independently while working successfully within the larger team oriented environment.
Ability to adapt to changing business needs and conditions, identifying effective alternatives to reach a given objective.
Familiarity with Microsoft Office programs, including a general understanding of search criteria for internet and Intranet web sites.
Ability to perform routine typing, copying, faxing, scanning, and prepare mailings.

Other Skills and Abilities/Specialized Knowledge
Knowledge of WAC and RCW processes, and ability to interpret the Washington Sport Fishing Rules pamphlet and provide factual response to inquiries so they understand the information accurately.

Ability to respond to inquiries related to WDFW fishing regulations.

Ability to articulate and assist customers with understanding the WDFW rules, regulations, laws' and policies.

Ability to defuse angry constituents and maintain a professional, calm and helpful attitude.

Preferred/Desired Qualifications.

An Associate's degree AND two years of experience providing assistance to customers regarding inquiries, complaints, problems OR equivalent experience in customer service providing assistance to customers regarding inquiries, complaints, problems.

Experience interpreting WAC and RCW to the public staff.

Supplemental Information

To apply for this position you MUST complete your profile at www.careers.wa.gov and attach the following to your profile before completing the online application:

A cover letter describing how you meet the qualifications and competencies of this position (generic cover letter will not be accepted)

A current resume (please make it succinct)

Three professional references (personal references do not count as professional)

Please note: Failure to follow the above application instructions will lead to disqualification. E-mailed documents will not be accepted in lieu of attaching your documents to the online profile.

Upon submission of your online application, you will immediately receive a confirming e-mail. You will then be notified via e-mail of your status during the process. In addition to the e-mail notifications, you can check the status of your application at any time by visiting your online profile at www.careers.wa.gov. Due to the high volume of applications that we receive, we ask for your understanding and encourage you to use the online process and avoid calling for information.
The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (TDD) at (800) 833-6388.