



Springfield Utility Board

Springfield Utility Board is recruiting for a Customer Service Rep A, I – VI / Main Office

DIVISION:

Customer Service & Marketing

REPORTS TO:

Customer Service Supervisor

BARGAINING UNIT:

IBEW Local 659

STATUS/HOURS:

Non-Exempt / Union / Full-Time / 40 hours a week / M - F / 8:00 – 5:00

HOURLY RANGE:

CSR A – 1st six months \$25.34/hr

CSR 1 – 2nd six months \$26.78/hr

CSR 2 – 3rd six months \$28.53/hr

CSR 3 – 4th six months \$30.63/hr

CSR 4 – 5th six months \$33.08/hr

CSR 5 – 6th six months \$35.68/hr

CSR 6 – 7th six months \$39.51/hr

Position will start as a CSR A at \$25.34/hr. Steps CSR 1 to CSR 6 are based on satisfactory performance and reaching the required hours

POSTING DATE: Friday, September 25, 2026

CLOSING DATE: Friday, October 2, 2026 at 5:00 p.m. **OR** when 75 applications have been received – whichever comes first.

JOB DESCRIPTION

Please visit our website at [Class Specifications | Customer Service Rep A - VI/Main Office | Class Spec Details](#) to read the [Customer Service Rep A, I-VI / Main Office](#) job description prior to applying for this position to learn the [Major Responsibilities](#) of the position and the required [Minimum Qualifications](#). The job description also lists the [Physical and Mental Requirements](#) for the position.

MINIMUM QUALIFICATIONS

Experience (All within the last 5 years)

- Minimum of two years of recent direct customer service experience involving servicing customer accounts and problem solving or one year of recent direct customer service experience in utilities.
- Minimum of one-year recent experience cashiering
- Experience with high phone volume and in-person customer contact required
- Utility, accounting, billing and/or banking experience preferred
- *For a Billing Customer Service Rep position only – minimum one-year billing experience*

Education/Licenses/Certifications

- High school diploma or equivalent
- A valid Oregon Class C Driver's License is preferred

SUBMITTING YOUR APPLICATION MATERIALS

The following application materials are required:

- 1. Applications can be submitted online at:**
[Current Job Opportunities | Sorted by Job Title ascending | Springfield Utility Board Careers \(governmentjobs.com\)](#)
- 2. Cover Letter**
- 3. Resume**
- 4. Certified Typing Test Results ** (The job description requires accurate keyboarding skills with a minimum of 40 wpm by touch)**
**** Candidates are required to go to WorkSource Lane at 2510 Oakmont Way in Eugene to take the typing test.**
Please attach the certified test results to your application packet. If you are out of Lane County, please contact HR at 541-726-2398.

SUB encourages all qualified individuals to apply. SUB is committed to cultural diversity, equity and inclusion, and does not discriminate on the basis of any protected status, including disability and veteran status.

ABOUT SUB

Springfield Utility Board is an independently operated municipal electric and water utility governed by a locally-elected board. Serving 25+ square miles in and around the City of Springfield, Oregon (pop. 55,000), the utility offers its customers some of the lowest water and electric rates in the Pacific Northwest. SUB is a customer-owned community resource. Like other customer-owned utilities, SUB has a three-pronged mission: to provide excellent

customer service, to keep rates low and affordable, and to support the community it serves. SUB achieves this because, unlike privately held utilities which look to provide profits to investors, SUB is owned by and responsible to the people it serves. And, because SUB is an independent agency, and not a department of the city, all of the rates paid go directly back into operating the utility.

SUB is a great place to work! Our employees are valued, respected and appreciated for their skills, knowledge and the diverse backgrounds that they bring to SUB. We're proud of our talented employees and their accomplishments to make SUB the best and most cost-effective utility we can be!

THE COMMUNITY

Springfield is a family-friendly community located in the south Willamette Valley and nestled between the McKenzie and Willamette Rivers, both known for excellent fishing. The Eugene-Springfield metropolitan area is easily accessible by Interstate 5 and Oregon's second largest airport. The region is home to several colleges, including the University of Oregon, and provides activities for a wide variety of interests, including performing arts, sports, and outdoor recreation.

SUB'S MISSION

The Mission of the Springfield Utility Board is to provide safe, reliable, cost-effective utility related services to the citizens and businesses of the Springfield community.

In providing these services:

SUB's five-member governing Board will require the principles of cost-effectiveness and continuous quality improvement to be applied to all programs, functions and projects conducted by SUB, in recognition of SUB's long-term responsibility to deliver services.

In addition to providing the types of services that meet customers' utility needs, SUB shall also strive to:

1. Keep the costs of its services affordable;
2. Provide for prudent financial reserves;
3. Ensure that all services offered and provided by SUB meet or exceed the community's standards for quality & safety;
4. Continue to study opportunities and pursue options that provide value to SUB's customers.

The Board believes that SUB's mission is best accomplished through a strong team relationship between the Board and management. This partnership will provide consistency of purpose and direction to the organization and empowers employees to continue to build the kind of organization necessary to meet customers' utility needs.