



Currently accepting applications for:

# Customer Service Support Intern (Temporary)

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**SALARY:** \$15.00 - \$17.00 Hourly

**OPENING DATE:** 09/28/17

**CLOSING DATE:** 10/12/17 04:30 PM

**JOB SUMMARY:**

**About King County Housing Authority**

King County Housing Authority (KCHA), an independent municipal organization, is a high performing nationally recognized leader in affordable housing. KCHA is a national leader in providing innovative and effective housing solutions so that people and communities can prosper. Our vision is that all residents of King County have quality affordable housing. KCHA is the largest housing provider in the county, and annually, the agency serves over 50,000 low-income individuals.

***We transform lives through housing.***

The Customer Service Support internship is an ideal opportunity for a student or recent graduate that has a passion for social work and providing support in the public sector. This internship will offer an opportunity to acquire hands-on experience by supporting diverse populations through positive customer service and administrative support.

**ESSENTIAL FUNCTIONS:**

**Typical job duties may include:**

- Provide polite customer service to residents, staff and the community.
- Answer phones and direct callers to appropriate staff or department; answer basic questions.
- Perform routine filing, scanning and proofreading documents.
- Word processing, data entry, spreadsheet preparation, run reports, enter and look up information in databases.
- Operate standard office equipment, such as a personal computer, telephone, fax machine, copier, etc.
- Other duties as assigned.

**QUALIFICATIONS AND COMPETENCIES:**

**Required Qualifications:**

- Current student or recent graduate from a college/university program in Business, Social Work, or related field.
- Clerical and/or customer service experience.

**Required Knowledge, Skills, and Abilities:**

- Basic experience with word processing and spreadsheet software.
- Strong written and verbal communications skills with the ability to clearly and effectively communicate with individuals and groups.
- Exceptional customer service skills with the ability to place a high priority on professional excellence; manage stress appropriately.
- Strong organizational skills including prioritizing, keeping track of information or work in progress, ensuring accuracy, multi-tasking, attention to detail, time management skills, and handling interruptions appropriately.

- Ability to work independently and in a team environment exhibiting a strong work ethic and accountability in completing work.
- Work effectively and positively with individuals of diverse cultural and socioeconomic backgrounds and educationally diverse populations; values diversity; treats other with respect.

**Special Requirements:**

- Consent to and pass criminal records background check.

**POSITION INFORMATION AND APPLICATION PROCESS:**

**Application Requirements:**

To be considered for this opportunity, you must:

- Complete the online application profile in its entirety.
- Upload a cover letter that addresses how your experience and education qualifies you to perform the essential functions listed in the job announcement. **(Cover Letter)**
- Upload a detailed résumé of all educational and professional experience. **(Résumé)**

**Physical Work Environment:**

*Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in an office environment. The incumbent frequently uses standard office equipment including personal computers, telephone and related equipment. Considerable filing and copying functions may require relevant physical demands.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.kcha.org>

Position #2017054  
CUSTOMER SERVICE SUPPORT INTERN (TEMPORARY)  
SC

600 Andover Park West  
Tukwila, WA 98188  
206-574-1100  
206-574-1265

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**Customer Service Support Intern (Temporary) Supplemental Questionnaire**

- \* 1. This position requires the successful candidate to be a current student or recent graduate from a college/university program in Business, Social Work, or a related field. Do you meet this required qualification?  
 Yes    No
- \* 2. If you answered yes to question #1, please list the college/university you attended or graduated from and your degree program.
- \* 3. Please identify your years of experience performing office and clerical support duties including greeting clients, answering phones, drafting and responding to correspondence, faxing and sorting/distributing incoming mail.  
 I have no experience in this area.  
 I have less than 1 year of experience.  
 I have 1+ to 2 years of experience.  
 I have 2+ to 3 years of experience.  
 I have 3 or more years of experience.

\* 4. Please describe your experience providing customer service in an environment with a high volume of customers or clients.

- I have no experience in this area.
- I have less than one year of experience.
- I have 1+ to 2 years of experience.
- I have 2+ to 3 years of experience.
- I have 3 or more years of experience.

\* 5. Which of the following best describes your level of proficiency with word processing and database software?

- I have no experience with word processing and database software.
- Beginner
- Intermediate
- Advanced
- Expert

\* Required Question