

JOB POSTING

Customer Service Representative

Department: Customer Service

Salary: \$15.38 - \$23.08 (DOQ)

Essential Functions:

- Handle incoming calls with tact and courtesy;
- Perform general clerical duties (typing, filing, and data entry)
- Determine charges, collect and post payments and deposits, refund money or adjust bills (issue credits);
- Balance cash drawers, and prepare daily deposits;
- Keeps records of customer interactions and transactions, recording details of inquiries, comments or issues, as well as action taken; ensure appropriate changes were made to resolve problems;
- Issue service disconnect orders;
- Order bench tests for reported meter malfunctions;
- Set up new accounts (including construction), collect fees, and issue service orders for new installation and service changes;

Knowledge, Skills, and Abilities:

- Knowledge of Microsoft Office products (Word, Excel, and Outlook);
- Skill in providing quality customer service;
- Skill in using logic and reason to determine approaches, conclusions, and solutions to issues;
- Ability to quickly and independently learn new software;
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work;
- Ability to multi-task while working within deadlines and shifting priorities;
- Ability to organize work for timely completion;
- Ability to follow complex oral and written instructions;
- Ability to work with minimal supervision.

Requirements

- High School Diploma or equivalent;
- 1 or more years of customer service experience.