



Customer Service Representative
Salary: \$16.40 - \$24.60

RESPONSIBILITIES

- 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
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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 learn new software quickly and independently
- 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.
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Requirements:

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