Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Customer Services Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Section:</td>
<td>Customer Services/Customer Services</td>
</tr>
<tr>
<td>Job Classification:</td>
<td>Bargaining Unit</td>
</tr>
<tr>
<td>Schedule:</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Exemption Status:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Safety Sensitive Position:</td>
<td>No</td>
</tr>
<tr>
<td>Emergency Responder Designation:</td>
<td>Second Responder</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Customer Services Supervisor</td>
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</tbody>
</table>

Objective:

The Customer Services Representative works in a high performing, team environment committed to providing customer-focused services in accordance with KEYS’ Customer Service standards. CSRs must implement customer services policies and procedures with the goal of meeting customer needs and supporting the business objectives of KEYS.

Essential Functions:

- Provide customers with all necessary documentation and requirements to initiate, transfer or terminate service with KEYS.
- Ensure all proper deposits and fees are collected.
- Respond to customer inquiries and complaints in a timely manner.
- Ensure all required customer documentation is received and filed in accordance with KEYS’ policies.
- Assist customers with various payment programs including enrollment, removal and revisions.
- Process connect, disconnect and transfer orders in KEYS’ computer information system.
- Process, balance and post credit card deposit payments.
- Prepare and send work tickets to appropriate contacts for all necessary account billing adjustments.
- Provide exceptional customer service by following KEYS’ Customer Service standards for all internal and external customers.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Other Job Duties & Responsibilities:

- Assist Payment Processing Representatives as needed.
- Other duties as assigned that are related to the Department/Section and skill sets.
- Other duties as assigned during emergency situations.

Supervisory Responsibilities:

- This position does not have supervisory responsibilities.

Fiscal Responsibilities:

- This position does not have fiscal responsibilities.

After Hours Responsibilities:

- This position has an expectation of little to no evening and weekend work.
- Must be available to work weekends, holidays, after regular hours, and during emergencies (i.e. hurricanes) as needed.

Job Qualifications:

- Must have read and understand the job duties and training requirements sections of this job description.
- Must be able to perform the essential job duties of this position, as defined in the job duties section of this job description, with or without reasonable accommodation for any mental or physical disability.
- Must have a valid Florida Drivers' License with an acceptable driving record, as determined by KEYS, and maintain at own expense.
- Must reside in KEYS' service area.
- Must be able to read, write, and communicate effectively in English—Bilingual (Spanish) preferred.
- Must have a high school diploma or equivalent. Preferred education: Associate's Degree (AA) or equivalent from two (2) year college or technical school.
- Must have a minimum of one (1) year of relevant work experience.
• Must pass basic math test.

• Must be able to type a minimum of 20 words per minute (typing test required).

• Must be knowledgeable in the use and creation of word documents and spreadsheets (i.e. Word, Excel, PowerPoint and Outlook).  (Assessment to be given by Human Resources).

• This position requires the following skill and knowledge levels:
  o Basic analytical skills
  o Basic project/process management skills
  o Intermediate computer/technical skills
  o Intermediate written and oral communication skills

• The position requires the following levels of collaboration and/or service to others:
  o Internal and external exchange of routine, factual information and/or answering routine questions
  o Internal and external exchange of detailed information or resolve varied problems
  o Internal and external access to and/or work with sensitive and/or confidential information
  o Internal and external identification of needs/concerns of others to determine potential solutions and resolve or redirect as appropriate
  o Internal and external handling of sensitive issues and facilitation of collaboration at the highest level
  o Internal and external development and maintenance of relationships with key contacts to enhance work flow and work quality

• This position is required to make decisions that may affect a work unit or area within a department.  The position may contribute to business and operational decisions that affect the department.

• This position requires the ability to solve problems that are varied and require analysis or interpretation of the situation.  Problems are solved using knowledge and skills, general precedents and practice.

• This position requires the ability to work independently in an environment where work progress is monitored by the supervisor/manager; the position follows precedents and procedures and may set priorities and organize work within general guidelines established by the supervisor/manager.

**Required Training:**

• KEYS’ Systems: KEYS’ customer information system, KEYS’ operating systems, and all Microsoft applications.

• KEYS’ policies and procedures, rules and regulations, travel policy, and current union contract.

• KEYS’ Safety Manual.

• KEYS’ Customer Service Policy Manual, Electric Services Rate Tariffs and KEYS’ website.

• Customer Service Management Certification is required in order for an employee to progress to CSR 3 and is recommended for the CSR 2 position.

**Physical / Environmental Demands:**

• The position operates in a professional office. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and scanners.

• The position may be exposed to the following environmental conditions:
• Rarely exposed to all weather conditions
• Rarely exposed to noise
• Rarely exposed to hazardous materials

• The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this position, the employee is:
  o Sometimes required to conduct extensive standing, walking, etc.
  o Often required to use vision and hearing abilities
  o Sometimes required to bend at the waist and neck
  o Sometimes required to rotate at the waist and neck
  o Sometimes required to reach forward, sideways, backward and overhead
  o Rarely required to conduct simple, complex and power grasping

• Incumbent in this position must be able to lift objects with a weight of up to 10 pounds.

**Personal Protective Equipment (PPE):**

• There are no PPE requirements for this position.

**Additional Information:**

• No additional information has been provided at this time.
Please note that this job description is intended to describe the general nature and level of work being performed by the employee(s) assigned to this job. The content contained therein is not intended to represent an exhaustive list of all duties, responsibilities, and activities required. Duties, responsibilities and activities may change at any time, with or without notice, and additional work may be assigned as appropriate.

Keys Energy Services considers applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of non-job related disability, or any other legally protected status.

Reviewed and Approved by Supervisor

(Print Name) (Signature) (Date)

Current Incumbent

(Print Name) (Signature) (Date)

Date Job Description Created: February 2018
Date Job Description Approved by Training Committee: April 2018
Date of Most Recent Review: