POSITION TITLE: Customer Service Representative

PURPOSE OF POSITION: Provide prompt, courteous and efficient customer service to customers and the general public.

REPORTS TO: Customer Service Manager
Customer Service and Credit Supervisor

SUPERVISES: None

Union Affiliation: I.B.E.W, "BA" group

DUTIES AND RESPONSIBILITIES

A) Customer Service
   1) Provide courteous service to customers in person or by phone when
      • resolving customer concerns;
      • opening or closing accounts;
      • processing service orders;
      • referring customers to agencies for public assistance;
      • processing payments;
      • negotiating and documenting payment arrangements;
      • accepting deposits;
      • preparing letters of credit;
      • and other applicable transactions.
   2) Balance money drawers daily.
   3) Accommodate customer requests for new service, work requests, high bill complaints, and changing/updating customer information system.
   4) Review closed accounts and transfer amount owing to open accounts or process request for customer refund.
   5) Understand and effectively communicate to customers and agencies the billing and collection processes.
   6) Be knowledgeable of current electric rates schedules and other fees.

B) Billing Maintenance
   1) Perform checks and edits on connects, disconnects, and any other type of order that may affect the customer's billing.
   2) Correct and re-bill, as required, those accounts that have been billed in error.
   3) Evaluate Budget Billing accounts. Make appropriate adjustments, as necessary.
   4) Coordinate the printing of bills with computer operator.
   5) Process necessary reports, edits, adjustments, and exception lists for insuring the accuracy of all billings and account changes.
   6) Prepare different formats of statistics as requested.
   7) Maintain all necessary records and reports for backup.
   8) Process senior/disabled discount applications, edits, and reports.

C) Customer Contact
   1) Act in whatever capacity necessary to provide and maintain prompt and complete service to customers as circumstances dictate, within the scope of good customer service, such as receptionist and/or cashier.
2) Communicate with customers verbally and/or in writing in a clear, concise, courteous, professional manner.

3) Forward customer request and complaints to appropriate areas.

D) Miscellaneous Duties

1) May be requested to work overtime.

2) Perform other related duties as assigned.

3) Participate in District sponsored training.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of electricity in relation to meter operation and energy usage.

Knowledge of electric rate schedules and service policies.

Exceptional ability to deal tactfully and effectively with all customers and to resolve questions regarding service information, delinquent accounts, and collecting payments.

Ability to prepare letters and memorandums, in a courteous manner, using proper English and grammar.

Ability to use sound judgment when problem solving and work with little or no supervision.

Ability to remain calm and courteous under pressure.

Ability to deal with approximately 35 telephone calls per day.

Demonstrated ability to be punctual and regular in attendance.

Demonstrated proficiency in using personal computers and the District's standard software.

Demonstrated ability to establish effective working relationships with co-workers, other departments, managers, customers and the general public.

Ability to plan and manage time effectively.

Ability to accurately handle money transactions, including balancing receipts.

Knowledge of fundamental mathematics.

Ability to write and print neatly.

EDUCATION AND EXPERIENCE

- High school graduate or equivalent;
- A minimum of two (2) years experience in Customer Service Activities;
- One year bookkeeping or equivalent.

OTHER REQUIREMENTS

None

WORKING CONDITIONS

Work is performed in an indoor setting, with long periods of sitting. Individual continually uses a personal computer and telephone.

Work involves interaction with customers who may at times be upset and vocally abusive.
PHYSICAL ACTIVITIES

Hand-eye coordination is necessary to operate a personal computer, computer terminal, and other office equipment. Constant communication with customers occurs via telephone and in person.