POSITION DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE I

JOB TITLE:  Customer Service Representative I

REPORTS TO:  Customer Service Supervisor  DEPARTMENT:  Customer Service

EFFECTIVE DATE:  December 2012

SUMMARY:
This is an entry level position responsible for providing information to customers and processing applications for new and existing customers by performing the duties below. The position works under close supervision of the Customer Service Supervisor and Assistant Supervisor.

Essential Duties and Responsibilities:

1. Pleasantly greet customers in person or on the phone.
2. Determine customer's needs and provide customer with necessary forms for application of residential services for electric, natural gas, water, wastewater, sanitation, security lights, bank draft, cable TV and any other service provided. Assist customer with completion of the forms, and check forms to assure correct information has been obtained and then route work orders to proper department for field work.
3. Quote security deposits for all residential services and inform customers of different options available to reduce or waive deposits.
4. Examine write-off file to determine if applicants owe an old debt and discuss with applicant payment of debt.
5. Answer questions of general inquiry concerning billing, various services provided and service areas. Have basic understanding of how other departments operate to better answer inquiries. Explain policies and procedures that affect customers including, but not limited to, security deposits and billing processes.
6. Address customer inquiries and complaints concerning high bills and billing errors and route to proper personnel for investigation and resolution of inquiry.
7. Assist customers with financial aid vouchers and route to proper personnel for processing. Help customers by providing names and phone numbers of various financial aid agencies in the area.
8. Perform variety of clerical duties, including typing, filing, data entry by keyboard, etc.
9. Contact co-workers by telephone, radio or other means to assist in customer complaint investigation, meter readings, meter sets/disconnects, cable TV sets/disconnects, etc.
10. Assist co-workers within department and in other departments as requested or
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required.

11. Research customers past payment records for determining waiver of or reduction of deposits, or to provide references to other utilities.

Knowledge, Skills and Abilities
1. Knowledge of utility operations and standards that pertain to customer service.
2. Knowledge of math to be able to add, subtract, multiple, and divide all units of measure.
3. Knowledge of Riviera’s operations, policies, organizational structure, and procedures.
4. Ability to operate personal computer to enter information and review customer accounts and use various software to complete work assignments.
5. Ability to work alone, or in a group, and to follow through on assignments.
6. Ability to communicate verbally or in writing and to clearly converse with customers and fellow employees.
7. Ability to listen and understand information from a variety of sources and individuals.
8. Ability to use personal judgment and specialized knowledge to give information to people.
9. Ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech.
10. Ability to speak with poise, voice control and confidence using correct English and well-modulated voice
11. Ability to write legibly as needed to complete forms and document activities.
12. Ability to type and to make accurate and careful recording of information (emphasis on accuracy, not speed).
13. Ability to provide courteous and efficient telephone and personal service by answering questions without unnecessary delay and maintain professional demeanor.
14. Ability to have regular and predictable attendance at work.

Work Environment/Physical Demands

This position works inside and may have to lift 50 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, notebooks, ledgers, small tools, etc. Walking and standing are required occasionally.
Minimum Qualification

High school diploma or equivalent. Previous experience in a similar position will be considered, but is not essential to perform this job successfully; an individual must be able to perform each essential duty satisfactorily.

Must possess or be able to obtain a valid driver’s license within 60 days of employment.