POSITION DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE II

JOB TITLE: Customer Service Representative II

REPORTS TO: Customer Service Supervisor DEPARTMENT: Customer Service

EFFECTIVE DATE: December 2012

SUMMARY:
This is an experienced and advanced customer relations position responsible for providing information to customers, processing applications for new and existing customers, and handling bill payment arrangements. This position is distinguished from the Customer Service Representative I by performing duties with limited supervision, handling the more difficult customer situations, working with commercial accounts, and completing investigations of customer issues.

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 or commercial 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 and commercial services and discuss different options available to customers. Review actual and projected load requirements to determine correct commercial deposits. Understand and quote different options available to commercial customers for securing their utility accounts. Ensure the different forms of security are properly executed and assist the customer relations supervisor in monitoring any expiration dates on the forms of deposit. Contact customers prior to expiration dates of deposit to discuss new form of security for account.

4. Examine write-off file to determine if applicants owe an old debt and discuss with applicant payment of debt. Arrange for payment of debt and execute a promissary note if necessary to guarantee payment of old debt.

5. Answer questions of general inquiry concerning billing, various services provided and areas serviced. Have a good working knowledge of how other departments operate to better answer inquiries. Explain policies and procedures to customers in a manner that is easily understood.

6. Address customer inquiries and complaints concerning high bills, billing errors and other various problems. Investigate customer inquiries or complaints and after thorough investigation contact the customer by phone or in writing to inform him/her of findings. Initiate corrective actions as necessary or explain
why the charges are correct.

7. Discuss past due accounts with customers and make arrangements for payment of past due accounts. Review any disputed late fee charges to determine if an error was made and process credit if applicable or notify the customer why a credit is not applicable.

8. Assist customers with financial aid vouchers and properly process all paperwork involved. Help customers by providing names and phone numbers of various financial aid agencies in the area.

9. Perform variety of clerical duties, including typing, filing, data entry by keyboard, etc.

10. 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.

11. Assist co-workers within department and in other departments as requested or required.

12. Research customers past payment records for determining a 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 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 communicate verbally or in writing and to clearly converse with customers and fellow employees.

6. Ability to listen and understand information from a variety of sources in order to complete investigations and resolve problems.

7. Ability to work alone, or in a group, and to follow through on assignments.

8. Ability to use personal judgment and specialized knowledge to give information to people.

9. Ability to write legibly as needed to complete forms and document activities.

10. Ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech.

11. Ability to speak with poise, and voice control and confidence using correct English and well-modulated voice.
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 develop and maintain relationships with customers, commercial accounts, and Riviera employees in order to resolve issues and provide customer service.

15. 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 Qualifications

High school diploma or equivalent.

Requires a minimum of three years’ progressively responsible experience as a Customer Relations Representative I or in a similar position involving clerical duties, customer service, and bill payment and processing.

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