POSITION DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE III

JOB TITLE: Customer Service Representative III

REPORTS TO: Customer Service Supervisor

DEPARTMENT: Customer Service

EFFECTIVE DATE: August 2013

SUMMARY:
This is the most skilled and experienced customer relations position responsible for mentoring new employees, handling large commercial accounts and deposits, meeting with customers, processing applications for new and existing customers, and handling bill payment arrangements. This position is distinguished from the Customer Service Representative II by performing duties with limited supervision, training new employees, serving as the backup to the C.S. Supervisor, handling the more difficult customer situations, working with commercial accounts, and completing investigations of customer issues.

Essential Duties and Responsibilities:

1. Trains, mentors, and coaches new customer service representatives. Serves as the backup to the Customer Service Supervisor when needed.

2. Address customer inquiries and complaints concerning high bills, billing errors and other various problems. Assist in handling difficult customer situations.

3. 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.

4. 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.

5. 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.

6. 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.
7. Review Balance Transfer List and investigates to determine if there are errors or other reasons to remove individuals from the list. Prints out letters to customers and coordinates to transfer amounts and manage multiple accounts.

8. Coordinate with the meter department to evaluate cut out lists. Investigates customer situations, makes recommendations to the meter department, contact customers to make billing arrangements, and places holds on accounts.

9. Answer questions of general inquiry concerning billing, various services provided, areas serviced, demand metering procedures, and payment dates. Uses working knowledge of how other departments operate to better answer inquiries. Explain policies and procedures to customers in a manner that is easily understood, professional, and courteous.

10. 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.

11. 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.

12. Perform variety of clerical duties including answering the phone, typing, filing, and data entry by keyboard.

13. 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.

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

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

16. Pleasantly greet customers in person or on the phone.

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 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. Knowledge of leadership principles and practices such as: authenticity, integrity, humility, motivation, communication, service, influence, recognition, collaboration, and innovation.
16. Ability to read, interpret, and comprehend a number of different items including: instructions, reports, bills, policies, procedures, and legal documents.
17. 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 five years’ progressively responsible experience as a Customer Relations Representative II or in a similar position involving advanced 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.