



**JOB DESCRIPTION**

<b>POSITION</b>	<b>Customer Service Representative</b>	<b>Salary Grade:</b>
<b>DEPARTMENT</b>	<b>Customer Service</b>	<b>FLSA Status: Non-Exempt</b>
<b>REPORTS TO</b>	<b>Office Manager</b>	<b>September, 2020</b>

**PRIMARY FUNCTION**

The Customer Service Representative provides telephone and person-to-person contacts with customers regarding requests for gas service, collections and credit policy, billing inquiries, requests for information, and reports of service trouble (i.e. leaks). May also process cash and check payments from customers at the company office. Performs a wide variety of functions to support the Field Operations department. Routes and assigns fieldwork considering customer schedule commitments, urgency, available workforce, and other factors for both the customer and the company. In addition, the Customer Service Representative will perform various duties around the office to assist fellow employees. Duties are to open the mail, stamp the date received on each piece, and distribute to the appropriate recipient; answer a multi-line telephone and route the caller to the appropriate staff member; assemble outgoing mail; and use word processing software to compose routine company correspondence. Working hours correspond with a typical office schedule, Monday through Friday from 7:30 a.m. to 4 p.m.

**ESSENTIAL DUTIES**

- An understanding of modern office procedures; business communications; office systems; especially fluency in computer applications and software packages; and record keeping is essential to be considered for hire.
- A typing rate of at least fifty words per minute with minimal errors is necessary for timely completion of most office tasks.
- Establishing priorities in the office is paramount to a productive operation for the company.
- A knack for handling and resolving recurring problems will help facilitate daily office occurrences. Performs duties within company guidelines and established safety procedures.
- Communicates with customers through all avenues of communication. Receives requests for establishing service, transferring and discontinuing residential and non-residential gas service. Prepares the necessary field orders (manually or by computer) for natural gas establishment and discontinuance, transfer of accounts, meter installation, inspection, and removals, gas leak investigations, and restoration of discontinued service for non-payment. Schedules orders with customers.
- Coordinates emergency leak responses.
- Answers complex credit and billing inquiries, handles inordinate bill investigation, analyzes customers' credit status and quotes account figures.
- Explains rate schedules, customer allowances, company service policies, and customer inquiries in regards to contracts.
- Performs clerical and accounting functions pertaining to customer order, adjustments, corrections, investigations, and data for customer correspondence. Works completed field orders and prepares necessary billing record forms.
- Receives and routes customer and company requested service and construction work in the most economical and time efficient manner.



- Dispatches work in a timely manner to the field.
- Prepares written correspondence to customers when necessary to satisfy customer inquiries.
- Performs general accounts receivable and gas supply functions in support of the Senior Customer Services Representative.
- Bank Deposit Balancing and Entering.

### **QUALIFICATIONS**

- Associate's degree with courses in secretarial administration is desirable.
- Minimum of two years of office and customer service experience.
- Notable public contact skills.
- Prior experience in a multi-task function is desired.
- Must be familiar with or able to learn SAP Computer Software

### **COMPETENCIES**

- High Proficiency With Microsoft Office Suite (Excel, Word, PowerPoint, and Outlook)
- Excellent Typing and Transcribing Skills (At Least 50 wpm)
- Knowledge of Office Organizational Systems (Filing, Recordkeeping, Document Production, etc.)
- Excellent Written and Oral Communication Skills
- Excellent Interpersonal Skills
- Action and Detail Oriented
- Ability to Prioritize While Managing Multiple Tasks

### **WORKING CONDITIONS**

Work is typically performed in a normal office environment with moderate noise level.

This job description is not a contract nor implied to be all-inclusive. As a result duties may change from time to time. This description should be reviewed at least annually to ensure duties are appropriately stated. The employee's signature acknowledges receipt of this description.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_