



# Customer Service Representative I

## Customer Service - Electric

### JOB SUMMARY

Provides assistance to customers by telephone or in-person, to resolve inquiries and complaints with utility billing issues.

### MAJOR DUTIES

- Answer telephones; provides information and assistance.
- Processes and resolves customer inquiries and complaints; prepares related service orders; contacts customers to provide information concerning service order results.
- Processes credit card payments.
- Calculates and applies account credits and adjustments.
- Expedites customer payments via telephone.
- Assists customers in establishing online accounts.
- Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer service principles.
- Knowledge of utility billing principles and practices.
- Knowledge of department policies and procedures.
- Skill in the operation of computers and job-related software programs.
- Skill in the provision of customer services.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Assistant Customer Service Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include city and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is assist customers with matters related to utility accounts. Success in this position contributes to the efficiency and effectiveness of department operations.

### CONTACTS

- Contacts are typically with co-workers, other city employees, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

#### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

#### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

#### **MINIMUM QUALIFICATIONS**

- High School diploma or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.