

JOB DESCRIPTION

Job Title: Customer Service Representative
Department: Consumer Relations
Reports To: Information Systems Analyst
FLSA Status: Non-Exempt
Approved Date: January 2017

SUMMARY. Handling member support calls with questions on web and mobile applications and provide other assistance as needed, operating automated deposit equipment, scheduling appointments and rendering data processing services in billing member-consumer accounts. Maintaining data base information that produces accurate, timely and efficient accounting and collection records.

DUTIES AND RESPONSIBILITIES include following. Other duties may be assigned.

- Receives and deposits payments on account and enters payments into consumer accounting software to maintain current account information.
- Takes payments for services and merchandise and prepares receipts for deposit.
- Assists in answering incoming calls, determines purpose of callers, assist callers as much as possible before forwarding calls to appropriate personnel or department.
- Handles radio traffic in compliance with FCC regulations.
- Serve as first-line responder for marketing calls, load management calls, new customer applications, member payment program inquiries (such as auto-pay, credit card payments, online payments, etc.) and billing questions (such as current balance, usage inquiries, high bill complaints, setting up payment arrangements, etc.).
- Import AMR meter data for member-consumer accounts.
- Performs monthly maintenance procedures of billing software package on a timely basis and as required.
- Processes returned checks and notifies member-consumer of charges and balance due on their account.
- Assists with request for budget billing by determining qualifications, budget billing amount and corresponding with member-consumer. Monitors budget billed accounts on a periodic basis for possible adjustments.
- Initiates refund procedures for consumer deposits based on guidelines established by Cooperative on a systematic basis.
- Assists with member-consumer accounting and collecting by following collections procedures established by Cooperative, preparing adjustment vouchers and administering low income energy assistance programs.
- Create and complete service orders in data processing system to maintain member-consumer service information.
- Prepares and submits information to new member-consumers.
- Analyzes department activities to determine areas of improvement. Makes recommendations to Information Systems Analyst for improvements in department.

- Promotes good member and public relations within department. Renders prompt, efficient, courteous and reliable service in a safe and orderly manner.
- Utilizes safe working practices and reports immediately all accidents involving personnel, assigned equipment, and/or materials and supplies to Information Systems Analyst.
- Maintains a level of continuing education to keep informed on current developments in related areas.
- Organizes and maintains filing system and files correspondence and other records.
- Possesses a good command of English language.

SUPERVISORY RESPONSIBILITIES. This job has no supervisory responsibilities.

COMPETENCIES. To perform job successfully, an individual should demonstrate following competencies:

Technical Skills. Pursues training and development opportunities; strives to continuously build knowledge and skills.

Customer Service. Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills. Maintains confidentiality; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication. Speaks clearly and persuasively in positive or negative situations; responds well to questions.

Written Communication. Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Teamwork. Contributes to building a positive team spirit; supports everyone's efforts to succeed.

Ethics. Treats people with respect; keeps commitments; upholds organizational values.

Organizational Support. Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Planning/Organizing. Prioritizes and plans work activities; uses time efficiently.

Professionalism. Treats others with respect and consideration regardless of their status or position; Follows through on commitments.

Quality. Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity. Completes work in timely and efficient manner.

Safety and Security. Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Attendance/Punctuality. Is consistently at work and on time.

Dependability. Follows instructions, responds to management direction; keeps commitments.

Initiative. Seeks increased responsibilities; asks for and offers help when needed.

Innovation. Meets challenges with resourcefulness.

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience. Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent and to draw and interpret bar graphs.

Reasoning Ability. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills. To perform this job successfully, an individual should have knowledge of the Microsoft suite of software packages along with any software packages specific to the duties and responsibilities of the position, such as the Cooperative's consumer accounting software package.

Other Skills and Abilities. Problem Solving, Documentation Skills, Verbal Communication, Data Maintenance, Promoting Process Improvement

Physical Demands. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

EEO & ADA ACKNOWLEDGEMENTS. The Cooperative is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Cooperative will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

DISCLAIMER. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.