



JOB DESCRIPTION

Job Title: Customer Service Representative

Reports To: Office Manager

Date Prepared: 07-12-2018

Department: Admin and Finance

FLSA Status: Non-Exempt

Position Summary:

The Customer Service Representative (“CSR”) is responsible for various Business Office tasks relating to customer billing and collections. Provides customer support through various contact points i.e. telephone, drive up window and walk in traffic. CSR’s also prepare reports, handle information requests and clerical functions.

Essential Functions:

1. Greet customers in a professional, friendly, hospitable manner.
2. Handle routine customer inquiries relative to utility and communications billing and customer service.
3. Performs monthly utility billing for respective cycle.
4. Accept customer payments directly or through mail, drop-box and drive up window.
5. Tabulates and balances cash daily and prepares daily cash report for bank deposit.
6. Contacts customers to effect prompt payments including payment arrangements, and scheduling of disconnect notices for non-payment.
7. Responsible for educating customers on utility and communications services offered.
8. Responsible for setting up new services for new or existing customers in billing software, and other related databases.
9. Create and complete customer service orders. Obtain all pertinent data to effect proficient completion.
10. Responsible for the collection of security deposits when required and reviews deposits for refund.
11. Provide an uncluttered work environment.
12. Performs other duties as assigned.

Experience/Education:

- Associate degree (AA) or equivalent from two-year College or technical school; or 2 – 3 years of equivalent experience.

Other Requirements:

- Detail oriented.
- Possess people skills.
- Maintain a strong sense of confidentiality.
- Able to multi-task.
- Able to work in team environment.
- Proficiency in Microsoft Office Products.
- Basic math skills.
- Excellent phone etiquette.
- Excellent verbal communication skills.

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 required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Work environment characteristics 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 not exposed to weather conditions.

The noise level in the work environment is usually moderate.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.