



Customer Service Representative Job Description

Reports To: Customer Service Supervisor
Department: Customer Service

Pay Grade: 3
Classification: Non-Exempt

Position Summary

The Customer Service Representative provides exceptional customer service while performing extensive interaction with customers both in-person and over the phone. Process orders, prepare correspondences, and fulfill customer needs to ensure customer satisfaction. Responsible for additional administrative and office support activities as needed.

Essential Duties & Responsibilities

The list of essential functions, as outlined below, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Provide exceptional customer service in-person and via phone
- Receive utility payments or deposits, verify amounts, and record receipts
- Process transfers and disconnect/reconnect using computer software
- Account management/maintenance using computer software
- Balance cash drawer
- Prepare service orders
- Follow office procedures
- Use Microsoft and financial software
- Follow both written and verbal instructions
- Perform basic mathematical functions
- Clearly communicate information both verbally and in writing
- Operate basic office equipment (e.g. computers, printers, copy machines, telephone systems, and facsimile machines)
- Establish and maintain a professional effective working relationship with associates and interact with all levels of employees and the public
- Ascertain priorities and meet deadlines/objectives
- Exercise sound judgement and discretion in decision-making and all phases of responsibilities
- Perform related duties as directed



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Minimum Qualifications

High school diploma or GED

Licenses, Certifications or Registrations

Valid Driver's License (must be approved as insurable driver by insurance carrier)

Knowledge, Skills & Abilities

- Demonstrates the company **Mission Statement** in all job functions and day to day activities by providing dependable and quality customer service
- Possesses a high level of **integrity** and strives to always do the right thing
- Provides high **quality** services and strives for excellence in all work
- Demonstrates **dependability** by delivering on commitments consistently and timely
- Possesses a positive **attitude** by being teamwork-driven and is a positive influence on others
- Provides the highest level of **customer service**
- Demonstrates **stewardship** by being responsible for the company's assets and properties
- Demonstrates good attendance and appropriate general hygiene and dress
- Exemplifies safety mindfulness during all Company related activities by always utilizing and/or wearing any and all required safety equipment; is always looking for ways to improve organizational safety, and ways to avoid accidents and/or injuries.
- Demonstrates good communication and interpersonal skills to customers, clients, and co-workers.
- Demonstrates the ability to manage conflict in a constructive manner.
- Demonstrates the ability to maintain strict confidentiality of Company business affairs and operations.

Physical Demands

- While performing the duties of this job, the employee is regularly required to use hands and fingers to operate basic office equipment
- Use of close vision for computer work, distance vision, and the ability to adjust focus
- Physically light work will typically involve some combination of standing, walking, lifting, pulling, stooping, crouching, bending/kneeling, reaching, pushing, and repetitive motions
- Light to moderate lifting is required (up to 30 pounds)



Customer Service Representative Job Description

Job Description Acknowledgement

I have reviewed this job description and do not have any reservations about my ability to perform all duties of the position with or without reasonable accommodation.

Signature

Date

Name (Printed)