



Customer Service Representative Job Description

Reports To: Customer Service Supervisor
Department: Customer Service

Classification: Non-Exempt
Pay Range: \$17.38 - \$28.68 Hourly

Position Summary

The Customer Service Representative delivers outstanding customer service by engaging with customers in-person, over the phone, and via email. This role involves processing orders, preparing correspondence, and addressing customer inquiries to ensure satisfaction. Additionally, the representative provides administrative and office support as needed to maintain efficient operations.

Essential Duties and Responsibilities

The following duties are representative of the functions performed in this classification. The omission of a duty does not preclude management from assigning additional related duties.

- Provide exceptional customer service in-person, via phone, and by email, responding professionally to all customer inquiries.
- Process utility payments or deposits, verify amounts, and record receipts.
- Manage account transfers, disconnects, and reconnects using computer software.
- Perform account management and maintenance tasks using relevant software.
- Balance cash drawer at the beginning and end of shifts.
- Prepare service orders as required.
- Performs related duties as directed.

Knowledge, Skills, and Abilities

Technical Skills

- Proficient in using Microsoft Office and financial software.
- Operate basic office equipment (computers, printers, copy machines, phone systems, and fax machines).
- Perform basic mathematical calculations accurately.

Communication and Interpersonal Skills

- Communicate clearly and effectively in both verbal and written forms.
- Build and maintain professional relationships with associates and interact with employees at all levels, as well as the public.
- Understand and follow both written and oral instructions.



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Professional Traits

- Prioritize tasks effectively and meet deadlines and objectives.
- Exercise sound judgement and discretion in decision-making across all responsibilities.
- Adhere to all office procedures and maintain operational efficiency.

Education and Experience

- High school diploma or GED.

Licenses, Certifications, or Registrations

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

Physical Requirements

Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of the job.

- Regularly required to use hands and fingers to operate various office and operational equipment effectively.
- Prolonged periods of sitting at a desk, working on a computer, and performing repetitive motions.
- Requires close vision for computer work, along with distance vision and the ability to adjust focus as needed.
- Requires the ability to perceive information at normal spoken word levels.
- Capable of light to moderate lifting, up to 25 pounds at a time.