



JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: ADMINISTRATION

JOB CLASS NUMBER: 6518

DIVISION: UTILITY OPERATIONS

REVISION DATE: 2.22.2022

Stacey Powell
Acceptance – Department Head

DEFINITION/DISTINGUISHING CHARACTERISTICS OF JOB:

The Customer Service Representative is under direct supervision of the Utility Operations Supervisor. This is an important position in the sense that the job is front-line. The value of a good impression cannot be overstated. Quality control is of utmost importance.

EXAMPLES OF DUTIES:

- Answers and directs incoming telephone calls
- Receives utility customer complaints and/or problems
- Answers the customer's question or directs the call to the appropriate personnel
- Receives and channels orders for new service, reconnecting of service, change of service or termination of service
- Issues substitute water bills
- Presents a neat appearance with courteous attitude
- Performs other duties as required by the Utility Operations Supervisor to accomplish the mission of the Utility Operations Division.

TRAINING AND EXPERIENCE:

Holds a high school diploma or equivalent

KNOWLEDGE, SKILLS, AND ABILITIES:

- Able to use a 10-key by touch and be able to work with money accurately.
- Able to answer/operate a multi-line telephone.
- Maintains up-to-date knowledge of computer operations
- Maintains a neat and orderly computer workplace environment
- Excellent communication skills, ability to work in a team situation, and willingness to adapt to a changing environment.
- Must also have a strong sense of responsibility, which includes dependable attendance, quick learner, pays attention to detail, and work experience.

LICENSES AND CERTIFICATES:

Valid Driver's License

INTERNAL POSTING PERIOD:

11/21 - 12/6/24

Position posting goes public after 10th day.