

To perform this job successfully, an individual must be able to perform the job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

CALL CENTER REPRESENTATIVE

Department: Administration – Call Center
Pay Grade: 511
FLSA Status: Non-Exempt
Reports to: Customer Service Supervisor
Effective Date: July 30, 2018

JOB SUMMARY

This is an entry level position responsible for receiving, investigating, and responding to customer inquiries regarding complaints, payments, and services. Reports to the Customer Service Supervisor.

JOB FUNCTIONS

Essential Functions:

- Responds to customers' concerns regarding disruptions or outages in electric power, gas, water, wastewater, and Cable TV service.
- Accepts and credits customers' payments for outstanding bills or customer deposits for service connections by way of credit card payments.
- Quotes security deposits for all residential services and inform customers of different options available to reduce or waive deposits.
- Answers questions of general inquiry concerning billing and various services provided and service areas.
- Explains policies and procedures that affect customers including, but not limited to, security deposits and billing processes.
- Addresses customer inquiries and complaints concerning high bills and billing errors and route to proper personnel for investigation and resolution of inquiry.
- Provides reset services during normal business hours and after hours, at management request.
- Provides names and phone numbers of various financial aid agencies in the area.
- Contacts co-workers by telephone, radio, or other means to assist in customer complaint investigation, meter readings, meter sets/disconnects, and cable TV sets/disconnects.

Other Functions:

- Performs a variety of clerical duties, including typing, filing, and data entry by keyboard, etc.
- Assist customers within departments as requested.
- Create work orders for deposits.
- Combines and files work orders to prepare for scanning.
- Fills in for other departments, as needed, including cashier and receptionist.
- Performs other related duties as required/assigned.

QUALIFICATIONS**Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED) and no experience required. Previous customer service or dispatching calls is preferred but not essential, or an equivalent combination of education and experience.

Special Qualifications:

Possession of or ability to obtain a valid Driver's License within 60 days of employment.

Knowledge, Skills, and Abilities:

- Knowledge of personal computers, basic software, the internet, and business/technical software (example: WORD, Excel, Outlook, AS400, dispatching and mapping software).
- Knowledge of utility operations and standards that pertain to customer service.
- Knowledge of Riviera's operations, policies, organizational structure, and procedures.
- Ability to work in a confined, solitary, and isolated space for long periods of time.
- Ability to interact with and maintain relationships between co-workers in a professional manner.
- Ability to listen, understand, and act upon verbal or written instructions.
- Ability to multi-task and handle multiple phone lines and issues at one time in order to meet the needs of the customers and request staff to respond to emergencies.
- Ability to operate a computer, enter information, research data, and review customer accounts.
- Ability to read, comprehend, and understand documents, tables, manuals, written procedures and policies.
- Ability to complete basic math operations: addition, subtraction, multiplication, division, and percentages.
- Ability to commit time and resources to continuous learning and improvement.
- Ability to communicate orally with a cross functional group of coworkers, customers, and other individuals requesting information on utility services.
- Ability to maintain composure and professionalism when communicating with customers and coworkers under stressful circumstances.
- Ability to document work, procedures, and work instructions through handwritten records and on the computer.

- Ability to evaluate and recognize hazardous situations and respond through notifying others appropriately.
- Ability to have regular and predictable attendance at work.
- Ability to operate small office equipment, including copy machines or multi-line telephone systems.
- Ability to operate computers for data entry, word processing and/or accounting purposes.

PHYSICAL DEMANDS

The work is sedentary work, in a call center office with limited flexibility to leave or move around. Work may require shift up to 12 hours or longer during emergencies. Lifting is occasionally required up to 20 lbs. to move paper boxes and lift files, notebooks, and other office supplies. Additionally, the following physical abilities are required:

- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Grasping: sufficient to apply pressure to an object with the fingers and palm.
- Handling: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Lifting: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Pulling: sufficient to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: sufficient to use upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Stooping: sufficient to bend body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: sufficient to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

WORK ENVIRONMENT

This position is primarily that of an office job and the noise and temperature levels are moderate.