

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.

CUSTOMER SERVICE REPRESENTATIVE I

Department: Administration – Customer Service
Pay Grade: 561
FLSA Status: Non-Exempt
Reports to: Customer Service Supervisor
Effective Date: July 30, 2018

JOB SUMMARY

This is an entry level position responsible for providing information to customers and processing applications for new and existing customers by performing the duties below. The position works under close supervision of the Customer Service Supervisor and Lead Customer Service Representative.

JOB FUNCTIONS

Essential Functions:

- Greets customers in person or on the phone, in a pleasant manner.
- Determines customer's needs and provides customer with necessary forms for application of residential services for electric, natural gas, water, wastewater, sanitation, security lights, bank draft, cable TV and any other service provided.
- Assists customers with completing of forms, checking forms to ensure correct information has been obtained and then routing work orders to the proper departments for field work.
- Quotes security deposits for all residential services and informs customers of different options available to reduce or waive deposits.
- Examines write-off files to determine if applicants owe an old debt and discusses with applicant payment of debt.
- Answers questions of general inquiry concerning billing, various services provided and service areas, maintains a basic understanding of how other departments operate to better answer inquiries, and 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 routes to proper personnel for investigation and resolution of inquiries.

- Reports security light outages and vegetation issues to proper departments.
- Makes payment arrangements after discussing customer past due account.
- Assists customers with financial aid vouchers and routes to proper personnel for processing.
- Assists customers by providing names and phone numbers of various financial aid agencies in the area.
- Sells electrical poles, discusses with customer how to mark where they want them placed, and explains what their electrician has to do and where to come to build the pole.
- Processes work orders to move or take down pole for services or security lights.
- Tenders payments for bills, underground invoices, deposits, tap and sewer fees, selling a pole invoice, damage invoices, install a security light invoice, collection fees, gas aid-to-construction invoices, accessibility fees, NSF fees, as well as others.

Other Functions:

- Performs variety of clerical duties, including typing, filing, data entry by keyboard, etc.
- Contacts co-workers by telephone, radio or other means to assist in customer complaint investigation, meter readings, meter sets/disconnects, cable TV sets/disconnects, etc.
- Assists co-workers within department and in other departments as requested or required.
- Reports outages of every department; electric, gas, water, cable, internet, and sewer.
- Reports security light outages to Engineering with details, sets and/or removes security lights, as needed.
- Reports vegetation issues; limbs on lines and trees growing into lines.
- Serves as backup for the cashiers and/or after hours in the call center.
- Researches customers past payment records for determining waiver of or reduction of deposits, or to provide references to other utilities.
- 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 experience in a similar position will be considered, but is not essential to perform this job successfully, 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 utility operations and standards that pertain to customer service.
- Knowledge of math to be able to add, subtract, multiple, and divide all units of measure.
- Knowledge of Riviera's operations, policies, organizational structure, and procedures.
- Knowledge of and the ability to operate Microsoft Outlook, Word and Excel.
- Ability to operate personal computer to enter information and review customer accounts and use various software to complete work assignments.
- Ability to work alone, or in a group, and to follow through on assignments.

- Ability to communicate verbally or in writing and to clearly converse with customers and fellow employees.
- Ability to listen and understand information from a variety of sources and individuals.
- Ability to use personal judgment and specialized knowledge to give information to people.
- Ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech.
- Ability to speak with poise, voice control and confidence using correct English and well-modulated voice
- Ability to write legibly as needed to complete forms and document activities.
- Ability to type and to make accurate and careful recording of information (emphasis on accuracy, not speed).
- Ability to provide courteous and efficient telephone and personal service by answering questions without unnecessary delay and maintain professional demeanor.
- Ability to have regular and predictable attendance at work.
- Ability to operate small office equipment, including copy machines or multi-line telephone systems.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Climbing: sufficient to ascend or descend ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: sufficient to pick, pinch, type, or otherwise work, primarily with fingers rather than with the whole hand as in handling.
- 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.
- 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.
- Standing: Particularly for sustained periods of time.
- 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.
- Walking: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

WORK ENVIRONMENT

The work environment is primarily that of an office job and the noise and temperature levels are moderate. The job may require occasional visits to non-temperature controlled warehouses and outside areas.