

# Customer Service Representative

## General Statement of Duties

Performs a variety of responsible collections, filings, data entry, and accounting duties. Resolves billing or service complaints and refers grievances to designated departments for investigation.

## Distinguishing Features of the Duties

An employee in this position performs a variety of collecting of monies, relaying information, routine typing or data entry work, customer service, or records maintenance work. Work requires strong customer contact skills and knowledge of BAWC's utility customer service policies and procedures. The employee is expected to have a general understanding of BAWC and its services to respond to routine inquiries; non-routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most situations; therefore, limited independent decisions are made. Work may include the use of a typewriter, and computer. Work is performed under the supervision of the Office Manager and General Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

## Duties and Responsibilities

### Essential Duties and Tasks

Deals directly with customers either by telephone, electronically or face to face.

Respond promptly to customer inquiries

Handle and resolve customer complaints

Compiles information using standardized forms or specific instructions.

Obtain and evaluate all relevant information to handle service inquiries

Provide billing information

Perform customer verifications

Set up new customer accounts

Process work order forms, applications, and request

Organize workflow to meet customer timeframes

Direct request and unresolved issues to the designated resource

Manage customers' accounts

Keep records of customer interactions and transactions

Record details of inquiries, comments, and complaints

Record details of actions taken

Distributes and maintains customer cutoff reports

Maintain customer database

Communicate and coordinate with internal departments

Follow up on customer interactions

Provide feedback on the efficiency of the customer service process

#### Additional Job Duties

Performs related duties as needed

#### Recruitment and Selection Guidelines

##### Knowledge, Skills and Abilities

Considerable knowledge of utility billing and customer service policies and procedures.

Ability to type

Working knowledge of grammar, spelling, and vocabulary.

Working knowledge of Generally Accepted Principles of accounting for the receipt of cash payments.

Working knowledge of the use and application of information technology to assigned tasks including applicable hardware and software, and general office technology and equipment.

Ability to communicate effectively in person and by telephone.

Ability to be tactful and courteous.

Ability to follow oral and written instructions.

Ability to handle cash and process figures and records accurately.

Ability to learn and apply filing and coding systems and to arrange and place records, reports, and fillies into a proper sequence.

Ability to operate assigned equipment.

Ability to compile routine information.

Ability to communicate effectively verbally and in writing.

Ability to establish and maintain effective working relationships with others employees and the public.

### Physical Requirements

Ability to perform the basic life operational functions of standing , walking, reaching, grasping, talking, hearing, lifting, bending, stooping, kneeling, and repetitive motions.

Ability to perform sedentary work exerting up to 10 pounds of force occasionally and /or a negligible amount of force frequently or constantly to lift, carry, push, or otherwise move objects.

Possesses the visual acuity to count monies, maintain records, operate a computer terminal, and perform accounting functions.

### Desirable Education and Experience

\_ Graduation from high school and some accounting clerical work including experience with customer service; or an equivalent combination of education and experience. Knowledge of customer service principles and practices