



Customer Support Representative | Paris Board of Public Utilities

job description

Purpose of Position

Interact with utility customers and general public to provide information in response to inquiries about utility services and payments.

Essential Functions

- Assist customers by taking service orders to establish, terminate, or make changes to their account(s)
- Assist charitable organizations with information needed to assist customers with utility bills
- Communicate with landlords and real estate agents for assistance on services to properties
- Handle disconnects and reconnects of services of customers with late payments
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Determine accounts subject to disconnection for non-pay and reporting of such
- Responsible for handling large amounts of monies daily and being required to balance out cash drawer at end of each day
- Educate customers and encourage participation in programs and services offered
- Establish and maintain effective working relationships with co-workers
- Perform all other duties as assigned

Details of Work to be Performed: Approximately 50-75% of time is spent in contact with customers performing the items listed under "Essential Functions". This position requires considerable tact, courtesy, and diplomacy in dealing with others as unpleasant social settings (dealing with irate or unpleasant individuals) may occur. Accuracy in many areas will be monitored including but not limited to: posting of payments to customer accounts, applications for service, entering and checking of customer information in billing system, etc.

Specifications

Education

High school diploma or equivalent

Qualifications

- Ability to effectively and professionally perform multiple tasks simultaneously with excellent time management
- Ability to exercise sound judgment within established verbal or written guidelines
- Ability to respond appropriately to constructive criticism from a supervisor
- Ability to work as a team with all peers
- Ability to maintain strict confidentiality of highly sensitive information, both internally and externally
- Ability to use current office technology
- Ability to maintain professionalism and effectively perform in stressful situations
- Excellent written and oral skills required, including the ability to clearly express thoughts to others (both internally and externally) and exchange information courteously via telephone, email, and in-person in order to establish and maintain effective working relationships

Preferred Skills

- Reasonable experience in customer service-related position(s) dealing with diverse situations and people preferred
- Handling of cash and check transactions accurately and responsibly

Training

Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks

Physical Abilities

Mobility: Ability to move about as required to accomplish tasks

Lifting: Ability to raise objects from a lower to a higher position or moving objects horizontally from position-to-position with the job

Talking: Ability to communicate in a pleasant, courteous, and professional manner; ability to speak clearly and in an understandable fashion

Hearing: Ability to perceive the nature of sounds with or without correction; ability to receive detailed information through oral communication

Visual Acuity: Ability to accomplish tasks with or without corrective lenses

Overtime

Overtime is paid when worked.

Office Employee Guidelines

Fridays – Employees are required to work their normal Friday schedule. All 9/80 work schedule rules apply.

Other

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, to equalize peak work periods, or otherwise to balance the workload. The Paris Board of Public Utilities has the right to change or update employee's duties at its discretion.

I have read, understand, and agree to abide by the obligations and expectations of the defined job description.

Paris BPU reserves the right to change any portion of the job description at any time.

This job description does not constitute a written or implied contract of employment.