

Job Description

Decatur Utilities

Job Title: Customer Service Representative I
Work Group: Customer Service
Reports To: Customer Service Supervisor/Manager
FLSA Status: Non-Exempt

Residency Required: No
Work Location: Main Office – 1002 Central Parkway SW
Last Revision: July 2012

SUMMARY

Provides customer assistance for utility services and records and maintains customer account information by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

A commitment to safety, providing reliable utility services, protecting public health and providing excellent customer service are the responsibilities of all job positions at Decatur Utilities. We believe that teamwork, open communication, honesty, integrity, fairness, diversity and respect for each other are essential traits to perform all job duties.

- Communicates with customers by phone or in person and receives orders for installation, turn on, discontinuance or change in service.
- Determines deposit and fee required or verifies letters of reference from other utilities and prepares letters of reference for customers.
- Refers complaints of service failures, such as power outages, to appropriate DU representative.
- Sets up all new accounts and adds services so that meter information can be added.
- Responds to customer complaints in a positive manner suggesting possible solutions or reasons for abnormal conditions.
- Assists in processing mail payments.
- Processes charity payments.
- Makes transfer adjustment journal entries into customer accounts.
- Refers customers with whom no agreement can be reached to appropriate DU representative or agencies offering financial assistance.
- Processes paperwork for engineering on construction, new services, disconnects and gas, water, wastewater, and electric service connections.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High School Diploma or GED equivalent. Minimum 2 years additional related work experience.

COMMUNICATION SKILLS

Above average communication is required to effectively assist customers in a positive and professional manner. Must be able to communicate clearly to customers who do not speak English fluently. Ability to handle difficult customer situations. Ability to read and comprehend routine business documents. Ability to prepare routine reports and business correspondence. Ability to effectively interact and communicate one-on-one with co-workers and supervisors to respond to questions and resolve customer service issues.

COMPUTER SKILLS

Proficient in Microsoft Office Suite (Microsoft Outlook, Word, Access & Excel) and NorthStar CIS modules as required to perform job tasks. This includes using software applications for email, word processing, database tracking and spreadsheet applications and using Internet Explorer to navigate online Employee Self Serve webpage for personal payroll, benefit and employee information. Other office skills include ability to use copier, scanner, fax and calculator.

MATHEMATICAL SKILLS

Ability to use mathematical concepts such as addition, subtraction, multiplication, division, fractions, decimals, percentages and averages and apply to practical business situations.

REASONING/COMPLEXITY

Ability to apply some judgment to carry out detailed and well-established procedures and methods, such as completing detailed forms and recording complex data.

PHYSICAL DEMANDS/WORK ENVIRONMENT

No significant physical demands. Job requires the ability to speak, see and hear; regularly required to sit and use hands and fingers to navigate computer screens. Job occasionally requires some very light lifting of files, office supplies or mail up to 10 pounds. Office environment setting with no major source of discomfort.

CERTIFICATES, LICENSES, TRAINING

Customer Service Skills and applicable safety training as scheduled.

OTHER REQUIREMENTS

Available to work scheduled and unscheduled times to accommodate customer demands and emergency situations; ability to understand and explain DU rates and fees to customers; maintain personal credit standards and exhibit honesty, integrity and confidentiality with customer account information in compliance with FACT Act; maintain professional business appearance and image; may be subject to random drug testing and driver's license checks if required to drive company vehicle.

Approved By: Steve Pirkle	Date: 8.23.2012
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Original on File in Human Resources