

## **SENIOR CUSTOMER SERVICE REPRESENTATIVE**

### **Position Description #2**

#### **Basic Function**

Under general direction of the Manager of Customer Service, provides basic supervision to customer service reps, receives and processes payments received from District customers, assists customers over the phone, in person, and in writing, in a courteous, personable and professional manner and performs other miscellaneous duties needed for the smooth operation of the Customer Service Department.

#### **Primary Duties and Responsibilities**

- 1) In the event of the absence of the Manager of Customer Service, serve as first point of contact, conferring with other Senior Customer Service Representative(s) as necessary, in supervising customer service reps and providing direction and guidance for daily operations for main office, as well as outer offices.
- 2) Review requests for time off and keep calendar updated as needed.
- 3) Receive and process payments for gas services and new deposits.
- 4) Assist customers over the phone or in person.
- 5) Check night drop box daily.
- 6) Process work orders as needed
- 7) Process returned checks.
- 8) Process the daily deposit date and receipt number report, checking for corrections.
- 9) Process returned mail, or delegate same.
- 10) Process and file work orders received from service department, or delegate same.
- 11) Prepare bank deposit as needed.
- 12) Record and file deposits.
- 13) Responsible for keeping Customer Service Department forms updated.
- 14) Complete daily process for credit cards
- 15) Attend training sessions as required by supervisor.
- 16) Assist in keeping the work area neat and tidy.
- 17) Complete other related projects as requested.

#### **Knowledge, Education & Skill Requirements**

Requires minimum of a high school diploma or an acceptable equivalency diploma, with a minimum of three (3) years customer service experience. Undergraduate degree, and/or some college courses and some billing experience a plus. Requires ability, tact and diplomacy necessary to deal effectively with co-workers and the public. Must have ability to learn applicable computer programs and District policies and procedures and communicate same. Requires manual dexterity in using adding machine and other standard office equipment. Must possess good organizational, professional written communication and mathematical skills.

#### **Other Significant Facts**

Confidentiality: Absolute confidentiality is required in day to day work.

Accuracy and Professionalism: Position places high emphasis on accuracy and

professionalism in processing payments, preparing communications, interacting with customers and performing all job functions.

Attendance: Attendance is an important function of this job and unscheduled absences, with the exception of medical and personal emergencies, are discouraged.

Working conditions: Works inside in normal office environment. Must sometimes deal with irate, rude or offensive customers.

Drug/alcohol testing: Employees in this position are required to undergo testing for alcohol and illegal drugs.

**This position description should not be construed to imply that these are the exclusive duties of this position. Employees may be required to follow any other instructions, and to perform other related duties, that may be required by their supervisor.**

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Employee Signature

Date

05/19