

The Customer Service Representative position involves general cashier and customer service duties in the billing, receivables, records and collection divisions. The position requires interacting with customers to provide information in response to inquiries about services and to handle and resolve complaints as well as accurately receive and post customer payments.

Key Responsibilities

- Enters customers' payments into computers to record transactions and issue computer-generated receipts as appropriate. Provides customer with correct change and payments receipts as appropriate.
- Counts and balances currency, coins and checks in cash drawers at end of shift and calculates daily transactions using computers, calculators or adding machine. Prepares bank deposits.
- Balances Daily Transaction Report with receipts. Makes approved corrections as necessary and forwards corrections to data processing.
- Communicates with customers to provide information about products or services, take or enter service transfer requests, service disconnect request, change of account name request, change of billing address request, meter read request.
- Refers unresolved customer grievances to designated departments for further inquiry.
- Explains, promotes and markets commission programs and initiatives such as online bill payment, automatic bank drafts, etc.
- Aids billing, records and disconnects as needed.
- Assists in the collection of delinquent accounts.
- Performs additional duties as assigned by Management.

Qualifications:

- High School Graduate or General Education Degree (GED), required. Associate degree, preferred.
- Two (2) or more years of cashier/customer service experience in a financial institution preferred.
- Basic Computer and keyboarding, business calculator skills.
- Proficiency in Math and use all general office equipment including electronic cash register, 10-key calculator, fax machine, photocopier, postage machine and multiline telephone system.
- Ability to type a minimum of thirty-five (35) words per minute, preferred.
- Ability to perform work accurately and thoroughly.
- Ability to communicate effectively with others and take care of the customers' needs while following company procedures.
- Ability to not disclose any organizational or customer information unless legally authorized to do so and practice privacy protection by safeguarding information.

Physical Requirements:

- Ability to sit for extended periods of time.
- Ability to read computer screens, email and talk on the phone.
- Ability to bend, reach, kneel, twist and grip items while working at assigned desk area.

Work Environment:

The Customer Service Representative works in a professional and deadline-oriented environment in an office setting. Interaction with staff and civilians, including disgruntled customers and public.