



JOB DESCRIPTION

POSITION TITLE: Customer Service Representative (Non-Exempt)

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Manager

JOB SUMMARY: This individual is responsible for providing information and assistance to utility customers with guidance from customer service lead and customer service manager.

MAJOR DUTIES:

- Greets all walk-in customers with courtesy and processes payments in a timely and professional manner.
- Receives incoming calls or visitors. Determines the nature of the call and refers to appropriate individual or department.
- Serves as dispatcher, initiating or receiving calls to relay or receive information.
- Issues work orders for new connects, disconnects, re-reads, and possible leaks.
- Processes all NSF checks returned by our bank and notifies customer by door hanger of time allowed to satisfy or be disconnected.
- Applies penalties and processes cut off notification listing on each due date.
- Processes cut off list, carefully checking for payment extensions, arrangements, or any applicable notes on the account.
- Processes payments and calls in over radio to meter crew for reconnect in a timely manner.
- Balances daily cash drawer with minimal shortages/overages.
- Prepares cash and checks for daily deposits turned into Finance Department.
- Resolves most customer disputes without direct supervision.
- Performs other duties as assigned.
- Initiates automated reminders (I-Voice) to customers on all cycles one day prior to due date.

MINIMUM QUALIFICATIONS:

- High School Diploma or Equivalent; Associates degree preferred.
- The position generally requires office experience and computer skills.
- The individual will be self-motivated and possess the ability to interface with customers and internal personnel using good verbal and written communication skills.
- The individual will be a team player and a good listener.

If Interested Please Email Resume to:

hrmanager@fvutil.com

EOE/Drug Free/Smoke Free Environment