



UNION JOB DESCRIPTION

TITLE: Customer Service Representative

DEFINITION:

Acts as a District representative to communicate with and ensure that the customer receives courteous, prompt and efficient service while being sensitive to ratepayer concerns and needs in order to create a positive District image. Responsible for maintaining accurate customer records.

DISTINGUISHING CHARACTERISTICS:

This position requires periodic rotation and reassignment within department to maintain proficiency adequate to perform relief for vacation, sickness, heavy workloads, etc. Movement from Customer Service Representative In Training to Customer Service Representative (first six months pay level) does not require a bid, but is contingent upon successful completion of the Customer Service Representative New Employee Training (N.E.T.) program and certification.

Progression within this position is not automatic but contingent upon time requirements and completion of training and orientation with demonstrated proficiency to perform additional Customer Service Representative (CSR) functions. If the District is unable to provide the required training in order for advancement to the next level, the CSR will be eligible to progress to the next level.

BASIC RESPONSIBILITIES:

1. Responds to customer inquiries and resolves customer complaints by effectively using positive human relations skills and being knowledgeable of current utility industry conditions through information provided by the District. Responds to conservation inquiries
2. Organizes and prepares outgoing correspondence. Responds to and coordinates all activities regarding incoming customer correspondence.
3. Processes and coordinates business transactions relating to customer accounts, such as, but not limited to:
 - Process bankrupt accounts
 - Evaluate deposit requirements
 - Resolve payment problems through account review and analysis and, when appropriate, payment arrangements
 - Coordinate high bill inquiries
 - Cashiering functions as required
 - Open and close customer accounts
 - Control Owner/Agent Agreements
 - Evaluate collection requirements on past-due accounts
4. Initiates, coordinates and follows-up on miscellaneous service requests.
5. Coordinates the correction of misbilled accounts.
6. Audits and controls unauthorized consumption.
7. Responds to District needs during outages.
8. Fields various customer problems at the customer's premises and/or place of business.
9. Disconnects and reconnects customer meters.

BASIC RESPONSIBILITIES: (continued)

10. Evaluates past due accounts and performs collection activities.
11. Interacts with outside agencies regarding customer accounts.
12. Provides input in preparing and updating procedures.
13. Performs various audit and evaluation functions as required.
14. Maintains statistical data and prepares various reports as required.

OTHER RESPONSIBILITIES:

1. Represents the District in hearings and court appearances.
2. Maintains knowledge of various District procedures, customer programs, policies and CIS screen formats.
3. Maintains knowledge on District Rate Schedules and other fees.
4. Upgrades and performs Lead CSR as required.
5. Performs associated duties as assigned.

INSIDE FIELD COORDINATOR (desk within one of the functional areas of the CSR classification):

Responsibilities are in addition to those listed above.

BASIC RESPONSIBILITIES:

1. Receives and certifies/corrects information received from CSRs in the office.
2. Receives/records and distributes new reconnect service orders as they are received.
3. Creates reconnect service orders for field CSRs.
4. Coordinates disconnect/reconnect work with other departments as necessary.
5. Radios communications to CSR field personnel.
6. Monitors field CSRs using the AVEI Mapping tool ensuring the quickest response by the closest field CSR.
7. Monitors text messages and updates related files as appropriate.
8. Communicates necessary information to Energy Control Center and extended shift CSRs.
9. Relays instructions to field CSRs for accessing voicemail (for cellular phones) in the field.
10. Diagnoses computer, cell phone, and radio problems and provides solutions, especially pertaining to AVEI Mapping, AVEI Text Messaging, 900 MGZ radio and laptop computers.

OTHER RESPONSIBILITIES:

1. Reads and interprets service orders/CIS and other available tools.
2. Analyzes and resolved scheduling problems.
3. Completes necessary report related to job assignments.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Advanced customer relations techniques and practices; including proactively and constructively dealing with a variety of difficult/stressful customer interactions.
- District's Rate Schedules and other fees.
- District procedures, customer programs, policies and CIS screen formats and transactions.
- Analytical and problem solving techniques.
- Computer applications and software (such as Windows, email, calendaring, word processing and spreadsheet applications) at an entry to intermediate level.
- Basic math and financial records analysis.

Ability to:

- Be an ambassador for the District.
- Provide information to internal and external customers through positive and supportive delivery.
- Manage confidential and sensitive information appropriately.
- Communicate both verbally and in writing and effectively interact with customers, outside governmental agencies, and District employees using exceptionally good* human relations skills.
- Use and apply District's Rate Schedules and other fees.
- Continue to learn and apply District procedures, customer programs, policies and CIS screen formats and transactions.
- Use computer and related software/systems for daily work.
- Proactively and constructively resolve and diffuse negatively charged interactions.
- Effectively manage and prioritize simultaneous assignments and tasks.
- Learn and rotate to various Customer Service desk functions.
- Use independent and discretionary judgment.
- Word-process/keyboard at 35 words per minute.

* Exceptionally good is defined as a person who has the following characteristics: Uses good judgment, listening skills, is positive, cooperates, treats people with dignity and respect, demonstrates high work ethic and willingness to help others.

Education/Experience:

- High school graduate or equivalent.
- Basic Electricity (District course). If not completed at time of certification, must be successfully completed next time offered by District.

License or Certification:

- Valid Washington State Driver's License.
- Successful completion of Customer Service Representative N.E.T. program and certification.

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings, training sessions or other District job sites.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Frequent contact with the general public.
- Incumbents performing the field function of the CSR job must be able to walk varying distances on varying surfaces and terrain and drive a District vehicle in varying traffic conditions.
- These incumbents are exposed to varying and severe weather conditions, uneven terrain, encounters with dogs and other animals, and encounters with customers and the general public.
- This position is subject to seven days a week and 24-hour call out for emergency situations.