



## Job Description Customer Service Representative Code 112

### **Position Summary and Scope of Responsibility**

Performs a variety of customer service functions including but not limited to receiving and processing payments, responding to customer service inquiries, and completing new service request. Work under office conditions involving high telephone and in person functions.

### **Essential Duties and Responsibilities**

- Pleasantly greet customers in person or on the phone.
- Ensure proper account payments and informational request on the status of accounts.
- Address customer complaints and assist in resolution of inquiry.
- Provide new account set up information to customer and assist as needed.
- Perform a variety of clerical duties, including typing, filing, data entry by keyboard, etc.

### **Knowledge, Skills, and Abilities**

- Ability to ***accurately*** count and handle monetary transactions.
- Ability to type and to make *accurate and careful* documentation of information on consumer accounts.
- Ability to provide courteous and efficient telephone and personal service.
- Ability to work alone, or in a group, and to follow through on assignments.
- Maintain confidentiality of a wide range of sensitive information.
- Communicate clearly and concisely, both orally and in writing.

### **Physical Requirements**

This position works inside and may have to lift 50 lbs. maximum with occasional lifting and carrying. Walking and standing for periods of time may be required.

### **Necessary Requirements**

Must possess a high school diploma or GED.

*The statements contained in this job description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.*