

JOB DESCRIPTION

Job Title: Customer Service Representative I
Reports To: Customer Service Manager
FLSA Status: Non-Exempt
Department: Customer Service
Date: April 1, 2021

Starting Salary: \$20.00

Summary:

Process customer questions, complaints, and billing inquiries with highest degree of courtesy and professionalism to resolve and document issues in a single customer request. Bilingual in English and Spanish is a plus.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Receive inquiries from customers by phone, email or fax.
- Answer customer requests or inquiries concerning services and billing.
- Verify customer account and active services using various software applications.
- Research customer account information to explain charges and adjustments.
- Log customer complaints and route to the appropriate department(s).
- Take payments either by phone and/or in person (cash, check, and credit card payments).
- Service customers at the drive through window.
- Use and maintain a cash register.
- Operate a variety of standard office machines, including a personal computer and a variety of computer software, phone, fax, calculator, and photocopy machine.
- Process corrections to customer accounts.
- Create and close work orders.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); one (1) year experience as a customer service representative or related experience; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and company employees.

Math Ability:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Work Order Processing, Word Processing, Excel, E-Mail, Internet Software.

Other Knowledge, Skills, & Abilities:

None required for this position. Additional customer service training may be required.

Certificates and Licenses:

None required for this position.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.