

Job Title	Customer Service Representative
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Job Purpose

The Customer Service Representative performs a variety of duties including monitoring the front desk and handling any customer issues and concerns.

Essential Job Duties and Responsibilities

- Provide in-person support to customers at the front counter and drive-thru window.
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Reconcile records of payment transactions (e.g., lock box account, daily balancing).
- Compile monthly sales tax data.
- Answer mail or telephone inquiries regarding rates and processes.
- Respond to customer inquiries about their accounts.
- Set up service orders for customers in regards to rereading meter due to high reads on account.
- Process customer payments utilizing various alternative payment methods (e.g., credit card, check, and cash).
- Provide Customer Service functions including switchboard and reception operations, front counter operations, processing of mail and incoming payments, balancing of cash drawers, reviewing of cash receipts, bank deposits, operating credit card machine, and scanning.
- Document conversations and transactions to customer accounts.
- Sign up customers for new service.
- Disconnect service, produce and mail final bill if customer moves.
- Disconnect water service for non-payment.
- Initiate collections process for unpaid final bills.
- Monitor accounts for credit balances, issue refunds, and submit unclaimed property to the state annually.
- Ship and receive packages; run general errands.
- Perform other related duties as required.

Qualifications

MINIMUM QUALIFICATIONS

- 2 years experience in a customer service representative or similar role handling cashiering and/or handling customer calls.

PREFERRED QUALIFICATIONS

- 2 years experience in a customer service representative or similar role handling cashiering and/or handling customer calls for a utility company.

Working Conditions

- The ability to work in a variety of lighting conditions (e.g., brightness, dimly lit areas, fluorescent)
- The ability to sit in a chair for extended periods of time (more than 80%)

Physical Requirements

- The ability to make repeated flexing movements (bend, stoop, stretch, crawl, kneel, squat, twist, reach out) with the arms, legs, or body.
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (e.g. typing on the computer, hand writing).
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (e.g. opening packages, mailing envelopes, etc.).

Knowledge and Skills

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
 - Knowledge of principles and processes for providing customer and personal services.
 - Knowledge of and ability to use computer and computer programs (e.g., Excel, Access, Word, etc.).
 - The ability to visually verify and understand small letters and numbers for spreadsheets and documents.
 - The ability to perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division) working with whole numbers, fractions, decimals, and percentages.
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EOE:

- Harpeth Valley Utilities District is an Equal Opportunity Employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER DUTIES:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.