

Job Title:	Customer Service Representative	Job Category:	Administrative
FLSA Status:	Non-Exempt/Hourly	Position Type:	Full-time (40 hours/week)

Job Purpose:

Clerical work in the customer service environment involves typing, data entry, file maintenance, and record processing with heavy public contact.

ESSENTIAL DUTIES

Customer Service:

- Handle 100-150 calls from customers per day.
- Greet customers.
- Process customer payments.
- Maintain customer account records.
- Answer multi-line phone system and direct calls to proper personnel.
- Maintain accurate cash drawer.
- Receive and resolve customer inquiries and complaints immediately.
- Notify collection agencies when payments are received on bad debts.
- Back-up other Customer Service Representative in the event of absence.

Clerical:

- Performs basic clerical duties like typing and filing.
- Creates correspondence, reports, and other documents.

QUALIFICATIONS

Education/Experience

- Minimum of High School diploma and utility experience.
- Computer operation experience preferred.
- Accounting, clerical, and cash handling experience preferred.
- Customer Service experience preferred.

Skills

The incumbent must have the ability to:

- Interact with a diverse array of clients and staff in a professional and courteous manner.
- Work independently with accountability for accurate and complete results.
- Be extremely organized.
- Have strong attention to detail.
- Work well both independently and in a team environment.
- Communicate well: listening, verbal, and written.
- Analyze information and respond appropriately.
- Accurately perform mathematical calculations.
- Manage time wisely and prioritize tasks.
- Provide superior customer service.
- Multi-task in a pleasant manner.

- Work well under pressure.
- Take the initiative and lead when needed.

Attributes

The incumbent must possess the following personal attributes:

- Motivated to improve processes, procedures, and the work environment.
- Professional appearance and manner.
- Exceptional attention-to-detail.
- Desire and ability to learn.
- Honest and trustworthy.
- Extremely organized.
- Strong work ethic.
- Self-motivated.
- High energy.
- Dependable.
- Respectful.
- Flexible.
- Positive.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position requires the ability to occasionally lift office products and supplies up to 20 pounds. The position also requires sitting for prolonged times. The position can be required to move from station to station to cover other customer service stations. Required to reach and hold on to items at chest level or reach above the shoulder. Required to use close vision and be able to focus. Regularly required to talk and hear; stand and bend at the knee and waist, and walk. Must be able to reach with hands/arm, operate mechanical equipment, and move up and down from/to sitting position on the floor. Must be able to have repetitive wrist, hand, and/or finger movements to type and work on a computer. Must have finger dexterity and hand-eye coordination to work on a computer, telephone, and related office equipment. Regular attendance is a necessary and essential function.

Must possess a valid driver's license.

Hours

Regular hours are 8:00 a.m. – 4:30 p.m. Monday-Friday; however, additional hours may be required on occasion. Regular and punctual attendance is required.

LCWSA is an equal opportunity employer and prohibits discrimination and harassment of any kind. We are committed to providing employment opportunities to all employees and applicants without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, or genetic information. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.