



Customer Service Representative

JOB SUMMARY: Provide outstanding customer service externally and internally for incoming phone calls regarding billing inquiries, payment follow-up and scheduling service appointments. In addition, there will be various reporting and assignments in this role that supports the customer service team as well as the company overall.

Job details

- Confers with customers by phone, online or in person regarding account questions or services
- Creates work orders as needed for opening or closing accounts and scheduled services.
- Daily postings of numerous customer payment methods (MARS, Fiserv, Remit Plus, etc...)
- Opens and addresses mail containing customer correspondence and incoming payments
- Generates delinquent account notifications to mail or for field delivery.
- Contacts customers regarding payment reminders to avoid late fees or service termination.
- Data entry and filing associated with logging payment batch numbers and amounts.
- Close completed work orders and check for outstanding work orders.
- Coordinates the installation of meters for new customers.
- Coordinates the filing, archiving and disposal of records.
- Handles daily work orders for meter reads due to account ownership changes.
- Strong and professional experience of providing customer service externally and internally. General knowledge of natural gas, its usage and metering. Knowledge of administrative and clerical procedures and systems such as MS Word, Excel, billing, email, managing files and records. All other duties as assigned.

ADDITIONAL JOB REQUIREMENTS:

Skills: Solid communication and organizational skills to accomplish goals. Convey information effectively, active listening, reading comprehension, writing, time management, critical thinking, service orientation, and active learning.

Physical requirements: Climate controlled office setting. Majority of time at desk, with walking/standing as needed.

Education: High School, vocational school or associate degree or combination of education and experience as designated by the General Manger.

Experience: Previous work-related skills and knowledge.

Pay starting at \$21.00/hr DOE

Medical, Dental, 401K, as well as paid vacation and holidays.