

JOB TITLE: CUSTOMER SERVICE - INFORMATION CLERK  
DEPARTMENT: ENERGY SERVICES – 8<sup>TH</sup> STREET  
SUPERVISOR: CUSTOMER SERVICE MANAGER  
HOURS OF WORK: 7:00 – 4:00 OR 8:00 – 5:00  
FLSA STATUS: FULL TIME, NON-EXEMPT  
UPDATED: 07/12/2022

This person is responsible for assisting customers in person, via email, phone, Send Safely or SmartHub. This person will handle all customer request and inquires related to their services, billing, and account history.

**Typical performance duties included but are not limited to the following:**

- A. Sign up customers for electric service in person and via email.
- B. Balancing payments received to stubs and receipts.
- C. Take and process customer orders for disconnection of service.
- D. Setting up customer payment extension.
- E. Add or adjust customer account deposits.
- F. Dispatch customer non-remote reconnects for non-payment.
- G. Ability to run the cut off list when asked.
- H. Print and mail collection letters and certified Life Support letters.
- I. Set up customers for auto pay and budget billing.
- J. Complete the deposit and summary for armored car pickup.
- K. Transferring Dusk to Dawn lights, reactivating, putting in stock, and creating orders for Line.
- L. Taking Parallax customer calls.
- M. Posting payments from the monthly collection agency report.
- N. Answering customer inquiries via telephone, email and SmartHub.
- O. Taking credit card payment via phone and in person.
- P. Updating customer accounts between collection agency and PRL data.
- Q. Filing and scanning all orders into the Vault.
- R. Perform clerical and other duties as assigned and required.
- S. Responding to apartment complex requests for yearly data on apartments.
- T. Create, Save, and Share Word Documents and Excel Spreadsheets
- U. Process and complete all monthly reports.
- V. Other duties as assigned.

**Background**

**Confidentiality:**

This person will be expected to use good judgment about protecting information regarding customer personal information, account balances or payment history.

**Contacts:**

This person will mainly be dealing with external customers but may need to have contact with other departments concerning customer accounts, non-payment and meter readings.

**Equipment:**

Must be able to use various office machines including calculator, copy machine, fax machine, credit card, e-check processing, computer, and keyboard.

**Expenditures:**

This position will have any items needed purchased by the customer service manager.

**Mental Application:**

This person must be able to perform under hectic and stressful conditions at times. They must be able to handle multiple tasks at one time including phone calls, customer complaints, cut offs for non-payment and routine bill payments. Many of these areas can produce a chaotic environment and the clerk must be able to cope with these types of situations in a calm and rational manner.

**Physical Demands:**

The physical demands described here are representative of those which 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 is required to stand, talk, hear, walk, sit, lift, pull, reach, stoop, kneel, crouch, and smell.

The employee must occasionally lift and/or move up to 20 lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

**Responsibilities:**

This position is responsible for providing customer service to all customers in a courteous and professional manner. This person must be very flexible in their response to schedule changes that always allow adequate staffing levels.

**Supervision:**

This position is not a supervisory position but will be required to train other personnel as needed and monitor any new employees coming into the department.

**Training:**

This position requires successful completion of (1) training period not to exceed (3) months, during which the trainee must demonstrate satisfactory and steadily increasing proficiency in all facets of the job. A formal appraisal will be made once during the training period to determine the level of proficiency. Such appraisal will be based on job knowledge, speed and accuracy, attitude, productivity, work habits, and other factors.

**Working Conditions:**

This position will work indoors in an office environment.

**Qualifications**

**Requirements:**

Must be able to type 40 w.p.m.

Excellent human relations skills.

Ability to handle customers professionally and effectively under all conditions.

Must be able to multitask with speed and accuracy.

Must be able to pass a mathematical aptitude test including ability to correctly figure change without a calculator.

Must be able to test at a moderate level for Word and Excel.

Must be able to type a business letter using proper format and grammar and create an Excel Spreadsheet with columns and totals.

Associates or higher degree preferred.

Must have a valid motor vehicle operator's license.