

JOB TITLE: CUSTOMER SERVICE CLERK  
DEPARTMENT: ENERGY SERVICES – 8<sup>TH</sup> STREET  
SUPERVISOR: CUSTOMER SERVICE MANAGER  
FINANCE MANAGER  
HOURS OF WORK: 7:00 – 4:00 OR 8:00 – 5:00  
FLSA STATUS: FULL TIME, NON-EXEMPT  
UPDATED: 12/08/2023

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

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

- A. Signing up customers for electric service in person and via email.
- B. Balancing payments received to stubs and receipts, accurate and swift cash-handling skills.
- C. Taking and processing customer orders for disconnection of service.
- D. Setting up customer payment extensions
- E. Adding or adjusting customer account deposits.
- F. Dispatching customer non-remote reconnects for non-payment.
- G. Ability to run the cut off list when asked.
- H. Printing and mailing collection letters and certified Life Support letters
- I. Setting up customers for auto pay and budget billing.
- J. Completing 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 and post payments received at 8<sup>th</sup> St
- 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 RPL data
- Q. Filing and scanning all orders into the Vault
- R. Performing clerical and other duties as assigned and required.
- S. Responding to apartment complex requests for yearly data on apartments
- T. Creating, Saving, and Sharing Word Documents and Excel Spreadsheets
- U. Processing and completing all monthly reports.
- V. Working in the General Office/Billing when needed to assist and/or help with projects.
- W. Other duties as assigned.

**Confidentiality:**

This person will be expected to use good judgment about protecting information regarding customer personal information, account balances or payment history. Confidentiality is required in non-payment and disconnection for non-payment information.

**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 10-key adding machine, copy machine, fax machine, credit card, e-check processing, computer, and keyboard. Must have a moderate degree of knowledge and ability to use Word and Excel to create spreadsheets and business documents.

**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. These customer service concerns can produce a chaotic environment and the clerk must be able to cope with these 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. Regular feedback will be given during the training period to determine the level of proficiency. Factors to be considered will be job knowledge, speed and accuracy, attitude, productivity, and work habits.

**Working Conditions:**

This position will work indoors in an office environment.

**Qualifications**

**Requirements:**

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

Must be proficient in 10-key adding machine operation.

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.