

POSITION OPENING

Customer Service Representative

POSITION SUMMARY:

Perennial Public Power District in York, NE is accepting resumes for a Customer Service Representative. Under the direction of the Manager of Customer Service, the successful candidate for this position is responsible for assisting customers with activities associated with general customer services and consumer billing in accordance with District rate schedules, policies, and procedures.

MAJOR RESPONSIBILITIES:

- Assists customers regarding billing inquiries, collections, and related activities.
- Prepare service request forms for account set-up, transfers, minor repairs, system checks, and disconnects.
- Establishes and maintains consumer billing records, posting payments, meter readings, and adjustments as needed.
- Prepares District bills and collection documents.
- Monitors past due accounts and plans for collection of payments.
- Thoroughly know and understand the District rates, billing system software, and associated policies.
- Communicate with service personnel as needed either over the telephone or via two-way radio.
- Prepares a variety of reports which require investigation, verification, classification, recording and/or reconciling of data.
- Answers the telephone in a clear speaking voice, and routes calls as necessary.
- Other duties may be assigned.
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JOB KNOWLEDGE, TRAINING AND EXPERIENCE:

A good knowledge of English grammar is required to communicate policies and other information to customers. Position is required to perform a variety of mathematical calculations in the completion of duties. A high school diploma or equivalent is required. Successful completion of related technical courses is desired. A knowledge of District billing and collection policies and procedures must be acquired within a reasonable time span. Previous office experience in a public contact position is desirable.

Visit our website at www.perennialpower.com to learn about the District and to view the complete position description and specifications.

A letter of interest and resume must be submitted by May 30, 2024, to ljacobsen@perennialpower.com, or by mail to:

Perennial Public Power District
Attn: Lisa Jacobsen
P.O. Box 219
York, NE 68467

--An Equal Opportunity Employer--