

Customer Service Representative

Job Title: Customer Service Rep

Department: Finance/Accounting

Reports To: CFO/Office Manager

FLSA Status: Full-time Non-Exempt

Summary:

This position will perform front office duties such as customer services, answering the phone in a friendly and professional manner; billing, data entry and other paperwork, as well as assisting other departments with administrative duties. Represents Elkhorn Rural Public Power District to customers.

Essential Functions and Duties:

1. Observes all safety rules and district policies.
2. Answers incoming calls in a prompt, courteous and efficient manner ensuring that calls are properly and promptly completed.
3. Performs duties which include but are not limited to interacting with customers for billing questions or issue resolution, preparing contracts, right of ways, and service orders for new services and uprates; receiving and processes cash receipts, enters payments and readings, and prepares the daily deposit for the bank; securing, researching, and assembling all pertinent data to process moves, disconnects, and reconnects and maintains customer files; document scanning; and preparing and transmitting district bills for printing.
4. Uses and applies business software applications, such as Microsoft Office Suite programs, with an emphasis on word processing and spreadsheets, for day-to-day tasks.
5. Uses basic accounting procedures to accurately enter data, compile and run reports.
6. Assists with administrative duties as assigned by all departments.
7. Performs any other duties assigned in order to fulfill the objectives of the district.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities required of personnel in this position.

Competencies

1. Excellent verbal and written communication skills
2. Teamwork orientation
3. Problem solving/analysis/decision making
4. Honest/ethical
5. Technical expertise
6. Self-directed

Supervisory Responsibilities:

This position has no supervisory responsibility.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Associate's degree (A.A.) and/or two years related experience and/or training.

Communication Skills

Ability to speak in a warm, friendly, professional and effective manner with individuals on the phone, one-on-one, before groups of customers or employees of the organization. Ability to engage customers positively and work to satisfactory resolutions.. Ability to foster a supportive communication climate: having a problem-solving orientation, being calm, and honest. Ability to collaborate with others to reach common goals. Proficiency in writing, reports, and correspondence.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, and percentages.

Reasoning Ability:

Ability to carry out instructions furnished in written, oral, or diagram form. Ability to use a problem solving model to define problems, come up with options, and communicate and engage others as needed for best outcomes. Ability to deal with problems involving several concrete variables in standardized situations.

Computer/Office Equipment Skills:

Proficient in business software such as Microsoft Business Suite, with an emphasis on spreadsheets and word processing. Basic knowledge, or ability to gain knowledge, of computers and/or office equipment to be able to operate efficiently and troubleshoot issues.

Certificates, Licenses, Registrations:

Current valid Nebraska Driver's License

Other Skills and Abilities:

1. Able to organize work to meet daily deadlines and perform transactions with a high degree of accuracy and attention to detail.
2. Able to operate multiple phone line system and should be able to handle and transmit information over the phone.
3. Be knowledgeable and proficient in calculators and other standard office equipment.
4. Have knowledge of basic accounting principles.

Other Requirements:

1. Must be available for planned and emergency overtime as required.
2. Must be available for out of town training periodically.
3. Must live within a reasonable distance of reporting site.

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. 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 regularly required to sit, talk, and listen. The employee is frequently required to stand and walk. This job requires repetitive motions with the hands and fingers such as keyboarding, calculator operation, and telephone operation. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is a climate-controlled office. The noise level in the work environment is usually minimal.

Employee Signature

Date

HR/Supervisor Signature

Date

Revised 3/2017; 4/2023