



GRICUA JOB DESCRIPTION

Customer Service Representative- FT

Department: Customer Service & Administration

Reports to: Customer Service Coordinator

Supervises: NA

Eligible for Overtime: Yes

Work Schedule: Approved AWW schedule: M-Th - 7:00 a.m. - 4:30 p.m. full schedule days; 7:00 a.m. through 4:00 p.m. short day & every other Friday off according to approved GRICUA work schedule; overtime as needed.

Travel: None

Essential Job Functions:

Responds in a timely manner to customer inquiries, complaints, and service problems by phone, e-mail, or in person ensuring smooth operations, productive communications, and effective understanding during all interpersonal contacts. Courteously and timely provides current, accurate information to inquiries.

Processes bill payments, posting amounts to correct accounts while maintaining the billing and information system with minimal to no data entry errors.

Works with customers and meter readers to resolve discrepancies.

Performs cashiering functions using established procedures and adhering to cash handling, check cashing, and credit card procedures.

Qualifications (Minimum Education/Experience/Skills/Knowledge):

- Minimum two years equivalent work experience with high school diploma or GED.
- Some experience with general office work, accounting, computer data entry, and/or customer service.
- Knowledge of basic office procedures and equipment.
- Knowledge of computer systems specifically spreadsheet and word processing software programs
- Some knowledge of accounting, bookkeeping or billing procedures.
- Can accurately perform alpha and numeric data entry.
- Quickly and accurately makes arithmetical computations and change.
- Strong interpersonal and team building skills.

Other Requirements:

- Works with minimal supervision.
- Adheres to policies and procedures and able to interpret a variety of instructions.
- Uses tact and courtesy when communicating with customers (internal and external).
- Communicates effectively and calmly with the public and others in outage situations.
- Demonstrates patience working with a variety of learning and working styles.
- Vocal communications over the phone and radio must be clear, audible, and easy to understand.

Types of People Contact: Substantial contact with customers including billing and payment issues; additional contact with office staff and field personnel.

Mental and Physical Demands: Sits for extended periods of time at a desk/computer terminal requiring repetitive motion. Able to view computer monitor from reasonable distance. Stands for periods of time at

counter. Bends or stretches (e.g., filing) throughout the day. Walks to warehouse. Works with printed and handwritten forms and documents. Must be able to deal with a large volume of interruptions. Must be able to lift up to 25 pounds (inventory, files and computer printouts) as needed. Engages in normal level of conversation via phone, radio and in-person.

Work Environment: Air-conditioned and heated office with suitable lighting, occasional work in the unheated, non-air-conditioned warehouse.

Disclaimer:

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. GRICUA reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees will be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by GRICUA as its discretion to enable individuals with disabilities to perform the essential functions.