



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Customer Service Rep A, I – VI / ESC
REPORTS TO: Electric Engineering Manager

STATUS: Non-exempt / Union - IBEW
RANGE: Contract

POSITION SUMMARY: The Customer Service Representative I – VI position at the Electric Service Center performs increasingly responsible work in handling of customer records, meter set and disconnect orders, accounts payable invoice matching and processing, work order processing, facility file updates, and other important clerical and office duties. These include, but are not limited to: phone and radio coverage, cashiering, filing, typing, and operating multiple office machines and equipment. In addition, this position provides clerical support with dispatching and construction activities, and monitors and maintains the following utility record systems: streetlights, pole, vault, cables, transformer and meters, vault inspection, pole test and treat program data. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the mission core values of SUB to other employee's and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Organizes, prioritizes and follow through on daily work tasks. Communicates work priorities with supervisor.
5. Clearly and politely communicates directly with customers, other agencies and fellow employees by mail, phone, or in person. Uses tact and diplomacy to address customer and employee issues.
6. Initiates and/or processes meter set orders. Processes locate requests and NJUNS pole transfer and pole attachment tickets.
7. Maintains computer files relating to facility information and outages, which includes data entry.
8. Serves as ESC receptionist.
9. Matches invoices to receipts for all purchases and sends accounting approved paper work for payment. Promptly reconciles with buyer any invoice discrepancies.
10. Logs street light maintenance calls and provides serviceman list for repairs.
11. Enters customer problem calls in call tracking database for serviceman, and/or dispatches serviceman for minor outage calls.

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12. Processes daily, weekly or monthly payroll records in a timely manner.
13. Works efficiently and effectively with other office and field team members.
14. Prepares and processes all job packages. Initiates the review and as-built process for jobs.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- Temporary agency employees as assigned

MINIMUM QUALIFICATIONS

Experience

- Must have a minimum of one year experience as a customer service representative
- Utility experience preferred
- Training and/or experience in telecommunications

Knowledge, Skills & Abilities

- Excellent organizational and time management skills

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- Proficient in the use Microsoft Office Word, Excel, Access software
- A self-starter with excellent customer service skills
- Good research and documentation skills
- Ability to learn terms and practices of the electric utility industry
- Ability to analyze utility account and vendor transactions
- Ability to learn and independently apply policies and procedures

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS AND CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment or objects falling from above.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a two-way radio.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on the job very short periods of time.
- **SITTING:** Worker sits on a variety of office chairs and furniture 7-8 hours daily.
- **WORKER MOBILITY:** Can change position frequently, in and out of office furniture, which requires full body bending and/or twisting.
- **WALKING:** Walks around office site(s) at times. Total walking per shift is 0-15 percent. Walking occurs on rugs, hard floors, and some outside walking on asphalt and gravel.
- **LIFTING/CARRYING:** 0-5 lbs.--often; 11-20 lbs.--occasionally.

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- **PUSHING/PULLING:** Pushing/pulling filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Writes and types information, draws diagrams, uses 10-key, does data entry, uses computer, opens envelopes, uses telephone, radio, etc.
- **TWISTING:** Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radios and other office equipment.

Revised: June 12, 2017