



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Customer Service Rep A, I –VI – E&CS
IBEW

STATUS: Non-exempt / Union-

REPORTS TO: Energy and Conservation Services Manager **RANGE:** Contract

POSITION SUMMARY: The Customer Service Representative position is primarily responsible for coordinating the day-to-day operations of SUB's residential programs. The CSR supports the department goals and objectives by performing administrative functions that are central to the effective delivery of Energy and Conservation Services programs. As a key function of this position, there are frequent interactions with the public via incoming telephone inquiries and walk-in customers. Also, there are industry specific business inquiries from contractors, engineers, architects and staff of other agencies. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Proactively attends to customer requests for information or assistance, which come in by two main methods: walk-in inquiries and telephone inquiries. Exercises initiative and judgment to respond appropriately and effectively.
5. Coordinates all aspects of the residential loan program including project documentation, loan approval and payment.
6. Assists in the administration of all other Conservation and Energy Services programs (e.g. weatherization, duct sealing, commercial programs, industrial programs and water demand management and conservation efforts).
7. Processes account payable transactions for Conservation programs.
8. Understands Energy Services and Conservation programs and accurately represents them to customers and contractors.
9. Works cooperatively with other departments on interdepartmental teams as requested.
10. Assists Manager in the evaluation of the overall operation of the department including: systems, productivity, resource requirements and establishing and achieving goals.

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11. Coordinates the daily operation of residential energy services programs and activities, including quality review of field work, documentation, program rules and procedures and fiscal compliance.
12. Interacts in a professional and constructive manner with customers, contractors and coworkers in a variety of situations.
13. Maintains schedules of appointments for Energy Services Representatives for fieldwork. This may involve complicated arrangements to simultaneously meet the needs of customers, contractors and tenants.
14. Maintains records management systems for Energy and Conservation Services.
15. Operates word processor, spreadsheet and database software applications proficiently and with minimal errors.
16. Keeps accurate and organized records.
17. Assists with office organization and ordering supplies.
18. Responsible for obtaining results that meets division goals by managing workload and using effective time management skills.
19. In coordination with SUB's janitorial staff; orders and organizes custodial cleaning and office supplies for the Main Office, Water Service Center and Electric Service Center.
20. Creates purchase orders and processes account payable transactions for building and remodel projects.
21. Maintains thorough familiarity with changing and new programs.
22. Maintains a current Oregon driver's license and maintains a good driving and safety record.

Marginal Functions

22. Researches specific topics as requested.
23. Locates, organizes and presents information in verbal or written format. Situations may call for a range of styles, from informal verbal updates to formal written presentation.

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.

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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

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of two years recent direct customer service and administrative support experience
- Experience in energy or conservation programs preferred

Knowledge, Skills & Abilities

- Basic Microsoft Office Word and Excel software required; Access preferred
- Proficient in standard English grammar, spelling and punctuation
- Proficient in operating general office equipment – photocopiers, printers, fax
- Communicate effectively orally and in writing
- Type 50 wpm error free
- Ability to interact with the public in a pleasant, tactful and courteous manner under both normal and stressful conditions
- Ability to understand and accurately communicate policies and procedures
- Ability to multitask and meet deadlines
- Ability to independently apply policies and procedures

Education

- High school diploma or equivalent
- Training or college coursework in energy or conservation programs desired

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - **Far visual acuity:** Sees adequately to drive a vehicle.
 - **Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - **Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - **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.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets, etc.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business and breaks.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.

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- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office equipment.

Revised: June 12, 2017