



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Customer Service Rep A, I - VI / Main Office **STATUS:** Non-exempt / Union - IBEW
REPORTS TO: Customer Service Manager and **RANGE:** Contract
Customer Service Supervisor and/or Meter Reading and Billing Manager

POSITION SUMMARY: The Customer Service Representative A, I -VI at the Main Office is required to perform a wide variety of complex, analytical and detailed tasks in the Customer Service and/or Meter Reading and Billing departments. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions – Both departments

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. Professionally and efficiently communicates with residential and business customers by phone or in person to provide information on SUB policies, procedures, programs and other related information.
5. Provides leadership, coaching and guidance to other CSRs and CSAs.
6. Maintains complete confidentiality of customer information.
7. Effectively meets deadlines and prioritizes workload to meet department requirements.
8. Initiates and processes service orders for all customer accounts.
9. Processes customer correspondence and mail daily.
10. Maintains electronic and hard copy filing systems and storage records.
11. Enters data accurately for all customer service and billing database systems.
12. Maintains, processes and reviews reports for accuracy and information.
13. Assumes responsibility for personal productivity and quality of work.
14. Identifies and communicates problems and recommends solutions to Managers/Supervisors.

Essential Functions for the Customer Service Department

15. Ensures accurate balancing and accounting of cash receipts and banking processes.

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16. Provides switchboard and receptionist duties as assigned.
17. Ensures accurate processing of all payment transactions.
18. Collects past due account receivables and assists with payment arrangements.
19. Processes requests for opening, closing and transferring of utility services.
20. Processes and maintains write-off accounts.
21. Processes bankruptcy court filings.
22. Obtains credit reports for skip tracing and deposit requirements.
23. Requests, collects and refunds deposits.
24. Sets up and maintains monthly cycle maintenance schedule.
25. Assists customers with credit payment arrangements and other credit related tasks as assigned.

Essential Functions for the Meter Reading and Billing Department

26. Responds to customers' high bill concerns.
27. Understands complex billing systems and rate structures.
28. Monitors and analyzes meter/billing edits for discrepancies and communicates with customers as needed.
29. Performs daily processes to ensure accuracy of all billed services.
30. Balances month-end billing transactions.
31. Sets up and maintains the monthly billing cycle schedule.
32. Enters all meter data for billing accuracy.
33. Reconciles all billing accounts receivable transactions.
34. Ensures nightly billing processing is completed accurately.
35. Effectively works with the City of Springfield and performs their sewer and storm drain billing processes. Additionally, processes sewer credits approved by the City.
36. Processes billing adjustments.

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37. Completes all other tasks within the Billing department as assigned by the Billing and Meter Reading Manager to ensure accurate and timely billing of SUB ratepayers.

Marginal Functions

38. Trains other CSRs, CSAs and temporary employees as assigned.

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

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of two years of recent direct customer service experience involving servicing customer accounts and problem solving. Minimum of one-year recent experience cashiering and/or billing
- Minimum of two years of experience and proficiency with personal computers
- Demonstrated experience working with a high level of detail with numbers and documentation
- Experience with high phone volume and in-person customer contact required
- Utility, accounting and/or banking experience preferred

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Knowledge, Skills & Abilities

- Must be able to communicate effectively and calmly with difficult customer and emotional situations
- Accurate keyboarding - minimum of 40 words per minute by touch (*pre-employment testing*)
- Accurate 10 key, preferably by touch
- Proficient in Microsoft Word, Excel, Windows and Outlook (*pre-employment testing*)
- Demonstrated ability to learn and independently apply policies and procedures
- Excellent team work
- Communicate effectively orally and in writing
- Excellent listening skills
- Research and extract information from various source documents
- Ability to operate office equipment, including a calculator, mail postage machine and extractor check imaging machine; copier, multi-line phone and two-way radio
- Use sound judgment and appropriate decision making
- Good math and/or basic accounting
- Ability to apply and manage work assignments independently
- Ability to analyze utility account transaction
- Ability to adapt to a highly structured work schedule and monitoring of work

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Able to concentrate on a task over a period of time without being distracted.
- **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, including upset and difficult customers.
- **COMMUNICATION:** The person in this position constantly communicates with customers regarding their utility services. Must have ability to discern and understand information and ideas presented by others in person, by phone, and in writing. Must be able to exchange accurate, concise and clear information with others in person, by phone and in writing.
- **WORKER MOBILITY:** This position is somewhat sedentary; however, must be able to: navigate and move around the office environment on carpeted and hard surfaces; access files, open cabinets and bend or stand as necessary to file or access files; occasionally ascends/descends stairs as needed; must be able to move from one work site to another to interact with customers and attend various meetings.

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- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **REACHING/HANDLING:** Constantly operates a computer and other office equipment such as calculators, copiers, printers and scanner; occasionally lifts for overhead supplies.
- **TWISTING:** Some twisting is required when lifting or placing items and for employees who work with the drive-up payment unit.
- **ENVIRONMENTAL FACTORS:** This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and accesses filing cabinets. Assigned employees will work with the drive-up payment unit.
- **PRODUCTS AND MATERIALS:** exposure to toners for copier and printer as well as various office cleaning supplies.

Revised: February 28, 2020