



# Customer Service Representative Job Description

**Reports To:** Customer Service Team Leader  
**Department:** Customer Service

**Classification:** Non-Exempt  
**Pay Range:** \$17.83 - \$29.43 Hourly

## Position Summary

The Customer Service Representative serves as the first point of contact for customers, delivering prompt, courteous, and knowledgeable service in-person, over the phone, and via email. This role is responsible for processing transactions, resolving inquiries, and supporting customer account activities.

## Essential Duties and Responsibilities

The following duties are representative of the functions performed in this classification. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the role.

- Provide exceptional customer service in-person, via phone, and by email, responding professionally to all customer inquiries.
- Process utility payments or deposits, verify amounts, and record receipts.
- Manage account transfers, disconnections, and reconnections.
- Perform account management and maintenance tasks.
- Balance cash drawer at the beginning and end of shifts.
- Prepare service orders.
- Perform other related duties as assigned.

## Knowledge, Skills, and Abilities

### *Technical Skills*

- Proficient in Microsoft Office Suite products and financial software.
- Operate standard office equipment (computers, printers, copiers, phone systems, and fax machines).
- Perform basic mathematical calculations accurately.

### *Communication and Interpersonal Skills*

- Strong verbal and written communication skills.
- Build and maintain professional relationships with associates and interact with employees at all levels, as well as the public.
- Communicate with customers in a polite, respectful, and professional manner, serving as a positive representative of the company and reinforcing commitment to quality service.

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## *Professional Traits*

- High level of integrity, reliability, and accountability in meeting deadlines and fulfilling commitments.
- Maintain strict confidentiality with sensitive financial and employee information.

## **Education and Experience**

- High school diploma or GED.

## **Licenses, Certifications, or Registrations**

- None required.

## **Physical Requirements**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Frequent use of hands and fingers to operate standard office equipment.
- Prolonged periods of sitting and computer work.
- Visual acuity required for close and distant vision and the ability to adjust focus.
- Ability to perceive speech at normal conversational levels.
- Occasionally lift up to 25 pounds.