



**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

POSITION TITLE: Customer Service Representative
DEPARTMENT: Business Services
FLSA STATUS: Non-Exempt
DATE: October 2020
ACCOUNTABLE TO: Business Services Manager

Primary Objective of Position

This position is responsible for performing a full range of communication, clerical, and administrative work functions under general supervision in order to provide customer service and maintain timely and accurate customer records of the Utility's financial systems.

Major Areas of Accountability or Job Duties:

Provide reception services, listen to customers' questions and concerns, and provide answers and/or information in a professional, courteous manner.

Process meter reading data in order to prepare and process utility bills and receive and process utility payments and other revenue payments.

Assist customers with payment plans and financial assistance information. Prepare and send customer notices of non-payment and process disconnection of service according to regulations.

Maintain customer account files, including processing requests for new customer applications and changes to utility service, and scheduling site appointments for Utility service representatives.

Assist in the maintenance of accurate records and reconciliation of general ledger accounts and prepare tabulations, memoranda, letters, and reports as required.

Exhibit personal responsibility for quality of work by diligently attending to details, performing tasks with minimal errors, and independently checking work to ensure accuracy and completeness.

Provide exceptional service to customers, fellow employees, and contractors and make decisions that are always in the best interest of the Utility and its customers.

Make appropriate job decisions following standard policies and procedures.

Document procedures used to complete tasks, identify potentially more effective methods of work operation, and cross-train as required.

Understand and comply with all workplace safety practices.

Additional duties as deemed necessary by supervision, which are of an equal or lesser nature, based on the job's qualifications.

Minimum Qualifications:

Associate's degree in Accounting or business related field and two years of general accounting experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Valid Minnesota Class D driver's license, or have the ability to obtain one prior to employment, and a satisfactory driving record.

Aptitude for handling customer inquiries and complaints in a courteous and professional manner, including excellent listening skills and an empathetic voice and manner.

Strong interpersonal skills including tact, diplomacy, and flexibility in order to work well with others in a team environment and maintain a pleasant demeanor while working in a fast-paced setting.

Ability to communicate effectively verbally and in writing, including phone conversations, in-person discussions, emails and reports for exchange of information, office reception, and customer service.

Ability to complete assignments with attention to detail and high degree of accuracy, including 10- key skills and arithmetic computations. Applicant will be required to complete a general aptitude test related to analytical and written communication skills.

Ability to demonstrate proficiency in computer software applications, specifically Microsoft Office and internet applications. Applicant will be required to complete a computer skills assessment.

Strong sense of honesty, integrity, and credibility.

Availability to work the Utility's normal office hours throughout the regular workweek.

Preferred Qualifications:

Experience in the use of computerized financial systems such as utility billing, general ledger, accounts payable, payroll, inventory, work orders, and other systems applicable to the operation of a utility.

Tools and Equipment Used:

Computers and related software, calculator, 10-key, telephone, copy machine, fax machine, large printers, and mailing and postage machines.

Physical Demands / Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is frequently required to use hands to handle objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

The employee must occasionally move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, color vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderately quiet.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is similar or related to, or a logical extension of the position.

This job description does not constitute an employment contract between the employer and employee. This job description is subject to change by the employer as the needs of the employer and requirements of the job change.

Commission Approved Date: October 13, 2020