

Floresville Electric Light & Power System

Customer Service Representative

Position Details

Eligible Applicants:	Open to the Public
Job Status:	Full Time
Pay Status:	Non-Exempt
Reports To:	Customer Service Supervisor
Typical Schedule:	8:00 a.m. – 4:30 p.m., Monday through Friday
Open Date:	December 1, 2021
Close Date:	Open Until Filled
Advertised Salary:	Depending on experience and qualifications

Job Summary

The purpose of this position is to provide excellent customer service to all past, present, and future residential and commercial customers. This is accomplished by assisting walk-in customers; receiving and returning customer service calls and emails; entering service orders for customer needs; processing cash, check and credit card payments, responding to customer concerns; preparing and verifying all necessary paperwork for customers; entering arrangements; billing and requesting adjustments of necessary fees on accounts; entering outages into the IVR system; and archiving customer documents and forms. Other duties include performing soft searches; verifying all new customer accounts; and providing assistance with website and payment portal requests. Additional duties may be assigned, based on organizational need.

Essential Functions

The Customer Service Representative responds to inquiries and customer concerns by answering all incoming calls; transferring calls to appropriate departments when needed; responding to messages in the Customer Service inbox; performing credit searches; and responding to and assisting other employees. Manages and generates service orders per customer request; inputs necessary information on the service order requested by the customer; enters power outages into the IVR system; manages incoming Line Cost Proposal payments. Manages payment arrangement requests; and posts payments to appropriate accounts.

Processes payments received by phone for electric balances, deposits, line cost proposals and/or miscellaneous charges. Assists customers with corrections needed for accounts; enters necessary fees; sends corrections and adjustments to appropriate departments; and verifies account information is correct.

Minimum Qualifications

- Ability to read and understand written instructions
- Bi-lingual in Spanish a plus
- Computer skills to include e-mail and MS Office Suite
- Office skills to include telephone, fax machine, printer, scanner and copier
- Demonstrated planning and organizational skills
- Demonstrated effective oral and written communication skills
- Ability to work independently after receiving detailed instructions as to method procedures and desired end results
- Ability to maintain composure and commitment to work during periods of heavy workload and willing to work extra hours whenever needed
- Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement
- Ability to work alone and respond to customer requests in a timely manner.
- Ability to write reports, prepare business letters, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech

Physical Demands and Working Conditions

The employee will be required to work in an office setting. Physical requirements include, but are not limited to, sitting, standing, walking, lifting up to 20 pounds, fine dexterity, vision, hearing and talking. Working conditions may involve time pressure, frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, and occasionally irregular work schedule/overtime. Post offer, successful candidate must pass background, to include drug screen, criminal background and driving record.