

CSR

Job Description

EXEMPT STATUS: NON-EXEMPT

GENERAL RESPONSIBILITIES:

This Position delivers a variety of routine administrative and support services. Greets visitors and callers, handles their inquiries, and directs them to the appropriate persons according to their needs as well as handling customer payments in the forms of cash, check, money orders, and credit cards; communicates/collaborates with others to obtain or convey information regarding a variety of issues (e.g., work-related problems, customer complaints, legal issues, etc.)

MINIMUM QUALIFICATIONS:

- Must meet or exceed all rules and regulations as stated in the EMPLOYEE HANDBOOK.
- Good understanding of the accounts receivable functions.
- Good computer skills and knowledge of programs such as Excel, Word, and Outlook.
- Good customer service skills.
- Knowledge of basic office equipment (e.g. telephone, smartphone, fax machine, copier, computer).

REPORTING RELATIONSHIP:

- Falls under the direct supervision of the Office Manager.

REQUIREMENTS:

- Ability to post payments through CWA's Cash Receipting software.
- Ability to utilize all functions of the Utility Billing software (ex. reviewing transactions, comparing readings, consumptions, balances, customer data, meter data, various reports, etc.)
- Ability to create work orders through the Service Order software.
- Complete the application process with new service activations.
- Scan and file any documents pertaining to customer accounts.
- Wait on live customers and be able to help them with any questions or complaints that they may have.
- Open mail for the Mail Clerk to post on a daily basis.
- Create and update any files or documents that are necessary for daily operations.
- Take and pickup mail from the post office daily.
- Manage and resolve conflicts with coworkers and/or customers.
- Use basic mathematics (e.g., addition, subtraction, multiplication, division) to solve problems.
- Be able to adjust to changing work demands, procedures, technology, and/or priorities.
- Answer the telephone in a timely manner.

- The ability to orally communicate information and ideas so others will understand.
- The ability to demonstrate honest behavior in all work tasks and responsibilities.
- The ability to learn unfamiliar material/information quickly and accurately.
- The ability to maintain mental stamina and focus over long period of work and/or during times of high stress.
- Have skill in organizing information, materials, and/or documentation in a systematic and logical manner.
- The ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- The ability to persist at a task or problem despite interruptions, obstacles, or setbacks.
- The ability to review written material and identify errors with regard to spelling, grammar, punctuation, and formatting.
- The ability to work collaboratively with a group or team in an effort to achieve a common goal.
- The ability to perform work in a manner that is dependable, responsible, and reliable.
- Skill in maintaining records.
- Skill in conducting one's self in a calm and professional manner in stressful situations.
- Skill in writing legibly.
- The ability to keep applicant or customer information confidential.
- Other duties as prescribed by management.

PHYSICAL DEMANDS:

- Ability to stand, walk, or sit for extended periods of time.
- Reach by extending hand(s) or arm(s) in any direction.
- Ability to squat, bend and twist.
- Ability to see within normal parameters.
- Ability to hear within normal range.
- Ability to speak orally.
- Ability to move about.
- Ability to lift more than 50 lbs.

I acknowledge that I have read the job description for this position and can perform the essential functions of the job without reasonable accommodation. I also understand and will fulfill the duties, responsibilities, and qualifications as listed in this job description.

Employee Signature _____

Employee Print Signature _____

Date Signature Signed _____