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**Job Title:** Customer Support Specialist**Location:** Main Office**Department:** Customer Service**Job Status:** Full-Time**Reports To:** Customer Service Assistant Manager**Job Grade:** 205**Pay Status:** Non-Exempt**Date Created/Updated:** 10/25/2022

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### Position Summary

The Customer Support Specialist is responsible for assisting with elevated customer concerns, day to day activities, and performs a variety of complex administrative work within the customer service division. This position requires a high degree of independent judgment and interpretive ability related to technical knowledge of utility billing, customer service procedures and policies.

The Customer Support Specialist is responsible for the administration of complicated customer service related issues, handling complaints, researching problems, making account adjustments or corrections, and performs other duties as assigned. Identifies operational issues, suggests possible improvements, and takes an active role in implementing solutions. The position reports to a designated supervisor and works under limited supervision.

The Customer Support Specialist's primary purpose is to understand, communicate and satisfy our customer's needs. The representative acts with a sense of urgency, is solution-oriented, approachable, professional and takes great pride in working with customers to deliver an experience that meets and, at times, exceeds their expectations. Excellent time management, listening skills, attention to detail, accuracy, adaptability and stress management skills are essential.

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### Essential Duties & Responsibilities

#### MID-LEVEL SUPPORT RESPONSIBILITIES

- Responsible for handling frontline and escalated inquiries from customers, and other NBU departments via email, fax, phone or in person
- Investigates, researches and resolves problems in accordance with established policy, procedures and city Code of Ordinances
- Possess excellent customer service, communication and conflict resolution skills
- Excellent command of the English language, especially the rules of syntax, punctuation, and grammar
- Act as the escalation point for Customer Service Representatives, if supervisor or member of management team is unavailable, on problems requiring special handling or those not able to be resolved at front-line level; contact parties involved and take necessary action to resolve problems with internal divisions; take proactive steps as appropriate
- Responsible for handling customer email requests received through the CS\_Web
- Possess ability to multi-task, including the ability to type while talking on the phone without being distracted by others
- Possess ability to work in a fast paced environment and ability to manage emotions in stressful situations
- Identify trends related to customer and employee inquiries to respond proactively and provide feedback to management
- Verifies and researches customer account information and history to explain services, charges, and adjustments using various database and software applications
- Processes corrections to customer accounts
- Extracts data from various software applications and creates reports in a timely manner
- Assists Customer Service Representatives with customer support during periods of staffing shortages or

increased volume

- Logs customer complaints, creates and updates service requests
- Assists customers in navigating through NBU website and with registering their account on-line
- Provides information about utility bill assistance program and the contact information for the various agencies that provide assistance for the particular need.
- Responsible for reviewing credit refund report and initiate refund process for accounting
- Assists with processing delinquent notices for customers that have not made their payment by the due date
- Works closely with the CS Support Technician to document various customer scenarios to assist with training needs and identify potential opportunities for process improvement

#### INITIATE/DISCONNECT/TRANSFER UTILITY SERVICES

- Calculates and quotes appropriate deposit amount for location; collects deposit payment
- Processes Applications or letters of credit received via fax or email
- Processes disconnect and transfer of service requests
- Obtains personal identification information and other relevant information to complete the application process
- Researches CIS system to confirm if applicant has any past account balances. If outstanding balance is found, sets up payment arrangement and forwards to Collections Representative.

#### SPECIAL PROJECTS

- Assist with unclaimed property refund check process
- Assist with migration of customer intake to on-line electronic format
- Serves on special committees

#### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures
- Other NBU Duties as assigned

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#### **Formal Education and Work Experience Requirements**

Degree/Diploma Obtained: Associates

Work Experience Time Frame: Three Years or more

Field of Study: Communications

Other: Three years of experience in customer service relations, preferably in utilities. Equivalent customer service experience, skills and abilities may be considered in lieu of Associates degree.

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#### **Certification and Licensures Requirements**

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## Other Minimum Qualifications

- Experience with Harris Computer System preferred
- Strong interpersonal skills, both written and verbal, and organizational skills are required

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Harris NorthStar including mCare, eCare, Customer Connect, Meter Data Management and Fixed Network. ADP ezLabor, DataProse, Halogen, Collector Solutions, Inc., Laserfiche, Online Utility Exchange, Microsoft Office Applications

## Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, calculator, copier, fax, personal computer, printer, related software

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## Physical Demands

**Standing:** Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

**Fine Dexterity:** Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

**Walking:** Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

**Carrying:** Occasionally

- Supplies
- Equipment

Files

**Sitting:** Frequently

- Desk Work
- Meetings
- Driving

**Reaching:** Frequently

- For Supplies
- For Files

**Handling:** Frequently

- Paperwork
- Monies

**Kneeling:** Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Occasionally



Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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### Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

### Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

### Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

### Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
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Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date