

Job Title: Customer Service Representative (Call Center)

Department: Customer Service

Location: Main Office

Reports To: Customer Service Supervisor – Call Center

Job Status: Full-Time

Pay Status: Non-Exempt

Job Grade: 201

Date Created / Updated: 5/27/2022

Position Summary

The Customer Service Representative (CSR) in the Call Center provides excellent customer service to our customers by providing support in all areas concerning their utility accounts. The individual should have excellent written and oral communication skills, a positive attitude, strong work ethic, extreme professionalism, and a passion to serve others. This includes the ability to multi-task and type while talking on the phone without being distracted by others and the ability to manage emotions in stressful situations. Multitasking and stress management skills are essential for this position. The CSR must have the ability to apply critical thinking strategies to autonomously resolve customer grievances.

The CSR in the Call Center is highly involved in interacting with external and internal customers via telephone, fax, letter or email. As the first point of contact, the CSR will become familiar with the general duties and responsibilities of the New Construction, Electric Engineering, Electric Operations, Water Engineering, Water Operations, Laboratory and Control Center teams to facilitate incoming customer inquiries and direct to the appropriate department.

In addition, the Customer Service Representative in the Call Center performs basic clerical duties such as filing, organizing, printing, copying, etc. and assists in the operational duties of other areas within Customer Service as needed.

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.

Essential Duties and Responsibilities

ADMINISTRATIVE SUPPORT

- Obtains account information from customers and explains charges on utility bill while maintaining confidentiality
- Conducts account searches by utilizing the Customer Information System (CIS); Northstar
- Investigates, researches and resolves problems in accordance with established policy and procedures
- Corrects misapplied payments, researches refunds, reverses late fees, NSF fees, processing fees, and tampering fees, if applicable
- Provides meter reading and data analysis on electric and water meters using MeterSense
- Offers and explains the additional services and programs available such as; auto draft, auto pay, pick your due date, budget billing, senior citizen billing and critical care. Provides appropriate forms and adjusts accounts accordingly.
- Provides information about utility bill assistance program and the contact information for the various agencies that aid with their particular need
- Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy
- Serves as a peer resource and may perform general administrative support
- Drafts monthly message and auto dialer calendars

- Generate, review, and complete past due auto dialer campaigns using MilSoft
- Provides proof of residency, customer account summaries for tax or financial assistance purposes and other requested customer account documentation
- Versed in basic IT troubleshooting techniques to identify and resolve technology issues when working from home
- Familiar with Microsoft suite to draft emails, compose memos and construct spreadsheets to communicate with customers, internal and external.
- Ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation.

INTERNAL AND EXTERNAL COMMUNICATION

- Maintains calm composure and commitment to work during periods of heavy workload and stressful situations
- Researches CIS system to determine if applicant has any past accounts/balances
- Knowledgeable of NBU's rate structure, Service Conditions Policy and City of New Braunfels Code of Ordinance, Chapter 130, to effectively educate customers on the governance of their accounts
- Schedules re-reads on electric and/or water meters, schedules energy or water assessments, compares electric and water usages, calculates and performs qualifiable billing adjustments, as needed.
- Knowledge of and ability to utilize processes, tools, and techniques for detecting, addressing and preventing fraudulent situations
- Calculates and quotes appropriate deposit amount for location; collects deposit payments
- Provides information for alternative forms of deposit other than a deposit payment i.e. guarantor, letter of credit, irrevocable letter of credit and the retention periods
- Processes Applications or letters of credit received via fax or email
- Processes disconnect and transfer of service requests
- Gathers required documentation. Prepares, reviews and verifies documents and relevant information for accuracy. Performs common processing and ensures compliance with standard regulations and processes
- Verifies callers identify via Online Utility Exchange for application or debt collection purposes
- 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.
- Understands and can demonstrate how billings are calculated to successfully educate the customers
- Advise, educate and engage customers on a variety of technological tools and resources allowing them to explore solutions to achieve their goals
- Becomes familiar and understand the duties and responsibilities of other key departments to accelerate resolution to customer requests

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

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: One Year or More

Other: - One year of experience in customer service relations, preferably in utilities.

- Bilingual in Spanish is a plus

Certification and Licensures Requirements

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Other Minimum Qualifications

- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.

- Excellent 10 Key and data entry skills

- Ability to efficiently operate various standard office machines like copiers, scanners, and faxes.

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 checked="" type="checkbox"/>	<input 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 (CIS system) including mCare, Customer Connect, MeterSense, and Fixed Network, ADP ezLabor (payroll), DataProse (outsourced bill mailer), Halogen (evaluations & training mgmt.), Scanner, Invoice Cloud (3rd party payment processor), Laserfiche (electronic document storage), Online Utility Exchange (Identification verification), MilSoft and Microsoft Office Suite.

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Fax Machine, Scanner, Printer, Calculator, Telephone

Physical Demands

Standing: Occasionally

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

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

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

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Constantly

- Paperwork
- Monies

Kneeling: Occasionally

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

Pushing/Pulling: Frequently

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Rarely

- Stairs
- Ladder
- Step Stool
- Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Rarely

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

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

Crouching: Occasionally

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

Crawling: Rarely

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Constantly

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Constantly

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Constantly

- Communication Via Telephone/Radio/To Co-Workers/Public

Other

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Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

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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
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

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