

**Job Title:** Customer Service Support Technician

**Job Status:** Full-Time

**Department:** Customer Service

**Job Grade:** 206

**Reports To:** Customer Service Assistant Manager

**Work Setting:** Hybrid

**Pay Status:** Non-Exempt

**Date Created/Updated:** 4/16/2024

**Location:** Main Office

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### Position Summary

The Customer Service Support Technician serves as the primary technical resource and subject matter expert for upgrades, testing and training for all customer information systems. Customer Service liaison with Harris Computer Systems, Online Utility Exchange, Ring Central contact center support personnel, payment processing vendor, bill print servicer and NBU Information Technology Department to ensure that all customer information is current.

The Customer Service Support Technician 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 an assistant manager and works under limited supervision.

The Customer Service Support Technician's primary purpose is to understand, communicate and satisfy our customer's needs both internal and external. 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

#### SYSTEMS TECHNICAL SUPPORT

- Performs extensive system testing, verification, and training of software updates and helps coordinate software implementation.
- Responsible to lead deployment of new technologies for the Customer Service Department; occasional weekend work may be required.
- Performs a variety of projects, delegated tasks, prepares reports, graphs, charts, and other illustrative materials as required by gathering a variety of factual and/or statistical data and presents reports upon completion.
- Comfortable presenting reports, project updates, and training to all levels of employees or the general public.
- Identifies problems, or improvements and facilitates action.
- Works independently and anticipates, identifies, and effectively resolves various issues and problems.
- Analyzes business processes and recommends efficiency improvements throughout Customer Service.
- Identifies projects with Harris Computer System (Harris) vendor to meet NBU utility billing, collections, and cashing needs.
- Monitors and facilitates the Harris, Silver Blaze, Invoice Cloud, DataProse, Ring Central, Silver Springs, MeterSense and MilSoft technical support request within the Customer Service division in coordination with the IT staff.
- Recommends security settings in Harris.
- Responsible for the timely and accurate composition of releasable customer information upon receipt of an

approved Public Information Act request.

- Works closely with NBU Marketing and Communication team to draft, edit, and produce Customer Service forms and publications; must be familiar with Microsoft Office Suite and Adobe products

#### SYSTEMS TRAINING

- Organizes and develops Customer Service specific training programs in coordination with the NBU trainer, Customer Service supervisors and management team.
- Manages and delivers training for Customer Service employees on all Customer Service systems and programs.
- Selects/Develops/Updates audiovisual and process documentation to train Customer Service employees on all Customer Service systems and programs
- Creates and maintains a quick reference handbook of all key information on all Customer Service systems and programs.
- Assists with on-boarding new customer service employees by providing training on Customer Service software, and departmental policies and procedures in Cashiering, Applications and/or Call Center.
- Works closely with the Customer Service supervisors and management team to analyze training effectiveness and implement corrective action to address performance gaps.
- Ensures that printed material, website, and other customer contact information is kept current for Customer Service.
- Encourages and promotes employee interest in, and commitment to, continuing education.

#### MID-LEVEL SUPPORT RESPONSIBILITIES

- 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
- 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, assists Customer Service Representatives with customer support during periods of staffing shortages or increased volume.
- Assists with processing delinquent notices for customers that have not made their payment by the due date
- Works closely with the CS Support Specialist to document various operational procedures to assist with training needs and identify potential opportunities for process improvement.

#### 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

Field of Study: Computer Science

Work Experience Time Frame: Three Years or  
More

Other: Equivalent 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

- Prior experience in customer call center, credit collections or utility billing preferred
  - Previous experience in training/teaching software programs preferred
  - Experience with Harris Computer System preferred
  - Strong interpersonal skills, both written and verbal, required
  - Some travel to and from conferences required
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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Harris NorthStar including mCare, eCare, Silverblaze, Meter Data Management and Fixed Network. ADP ezLabor, DataProse, Halogen, Laserfiche, Online Utility Exchange, MilSoft, Invoice Cloud, Ring Central and Snagit.

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

Telephone, soft phone, headsets, 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

**Lifting:** Occasionally

- Supplies
- Equipment
- Files

**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

- File Drawers
- Equipment
- Table and Chairs
- Hose

**Climbing:** Occasionally

- Stairs
- Ladder
- Step Stool
- Onto Equipment

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

**Vision:** Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

**Foot Controls:** Rarely

- 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:** Frequently

- From Computer to Telephone
- Getting Inside Vehicle

**Talking:** Constantly

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

## 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 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.

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### 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

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### 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 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 type="checkbox"/>	<input checked="" 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.

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Employee's Signature

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Employee's Printed Name

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Date