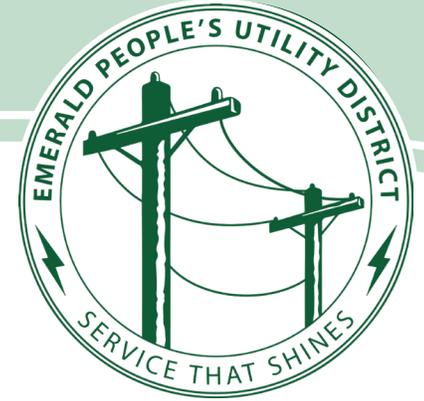




POSITION OPENING



Recruiting for...

CUSTOMER SERVICE REPRESENTATIVE I

Salary: Range 30 \$4,391–\$5,337 monthly

Regular, non-exempt, full-time position / 40 hours per week

Reports to: Customer Service Supervisor

SUMMARY STATEMENT

A Customer Service Representative plays a key role in Emerald's commitment to being a customer partner. This position is responsible for identifying and evaluating each customer's needs and determining what is necessary to meet their expectations. This includes assisting external customers with questions regarding payments, billing history, starting or stopping service, disconnected power, and power outages. This position works with multiple departments, employees, and customers on a daily basis which requires the ability to multi-task, collaborate, manage time well, and communicate effectively. These functions ensure all tasks are completed accurately and efficiently, accurate bills are generated, and customer requests are resolved in a timely manner.

DUTIES AND RESPONSIBILITIES

Amount of time working in each function may vary. It is expected that the amount of time spent performing each function will fluctuate as needed for an employee to successfully manage their schedule:

- 1. Customer Service and Communication**—Provide exceptional service to both internal and external customers on a daily basis to ensure expectations are met or exceeded. Listen, empathize, and adjust communication to fit customers' needs. Identify reasonable solutions that work well for both the customer and the utility. Communicate in a friendly and professional manner. Look for opportunities to enhance the customer experience in order to help build Emerald's brand as a trusted advisor and provider of choice.
- 2. Customer Support**—Assist customers with making cash, check, and credit card payments and opening and closing accounts on a daily basis. Address customer inquiries on service policies, high bill inquiries, deposits, and billing requirements on a regular basis. Process adjustments, transfers, collections, bankruptcies, and returned checks as needed. Complete transactions accurately and timely in order to ensure accurate billing statements. Communicate billing and payment options to meet individual customer needs. Establish effective payment arrangements on past due bills and educate customers on energy assistance programs in order to prevent disconnection of service. Receive, answer, and resolve customer questions and concerns regarding power outages.
- 3. Work Management**—Balance the flow of incoming calls, tasks, and projects every day by managing time effectively and efficiently. Embrace the culture of empowerment by using sound judgment, thoroughly reviewing and analyzing problems, making reasonable recommendations, and developing alternate solutions when necessary. Work independently, take ownership of assignments, and follow through to ensure projects and tasks are completed on time and in a thorough manner. Take initiative to solve problems and explore opportunities to increase efficiencies.
- 4. Team Contribution**—Provide support to other members of the department by completing assigned tasks on time, communicating and adjusting priorities to meet department needs, and looking for opportunities to help others. Utilize standard processes and tools to ensure efficient operations across the department. Cooperate and keep an open mind when working with others, and focus on developing a strong working relationship with coworkers.

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DUTIES AND RESPONSIBILITIES *(continued)*

- 5. Computer and Technology Use**—Utilize computer systems and programs to gather and analyze data on a regular basis. Help generate meaningful information to assist with decision making, increase efficiency, and maximize productivity. Be receptive to opportunities and changes involving new technologies and procedures.
- 6. Perform other duties as assigned.**

JOB SKILLS

SKILLS

1. Establish and maintain effective customer relations and respond to customers in a professional manner.
2. Communicate effectively in person and by phone.
3. Adhere to the strictest standards of confidentiality.
4. Pay close attention to details and process transactions accurately.
5. Exercise efficient time management, self-motivation, initiative, resourcefulness and organization.
6. Demonstrate the ability to use sound judgment when faced with problems or addressing confidential customer situations.
7. Demonstrate a thorough understanding of computer systems and programs.
8. Collaborate across departments including with peers, customers, and external stakeholders.
9. Willing and able to learn new concepts and adopt alternative techniques within the rapidly changing utility industry.

EXPERIENCE

1. Minimum three year's general customer relations experience or one year utility customer service experience.
2. Experience processing and balancing cash is strongly preferred.

EDUCATION

1. Must have high school diploma or equivalent.

PHYSICAL DEMANDS

1. Use of office equipment where some agility and hand-eye coordination is needed.
2. Some physical effort, such as light lifting, carrying, or movement, is needed.
3. Work environment is well protected with virtually no hazards, obstacles, or excessive noise.
4. Must be willing to work over the regular 40 hour/week schedule, and be willing to be called out for service in the event of a power outage or other emergency.

NOTE: *This description is intended to represent key areas of responsibility. It is not meant to be all inclusive and does not prescribe or restrict the work that may be assigned. Nothing in this description restricts EPUD's right to assign or reassign duties and responsibilities to this job at any time. Job descriptions may occasionally be updated, as necessary, to reflect evolving business needs.*

To apply, please submit the following:

- **Completed EPUD application**
- **Resume**
- **Cover letter** (Explain why you want to be considered for this position, and provide details about your past work-related experience to support your qualifications.)
- **Veterans' Preference Form**, if applicable.

Application form and complete position description are available at www.epud.org/careers/ or at the front desk. Position closes at **9 AM, Monday, March 25, 2019.**

Please send application packet to: **Human Resources Manager, Emerald PUD, 33733 Seavey Loop Rd, Eugene, OR 97405.** Applications with resume and cover letter can also be submitted electronically to: jobs@epud.org.