



Harrisonburg

ELECTRIC COMMISSION

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Customer Service Representative

Job Description: Perform clerical duties that will assist customers in establishing, maintaining and discontinuing service. This position is responsible for greeting customers in a friendly manner, receiving and posting payments, maintaining a balanced cash drawer, preparing daily deposits, initiating service orders and other general office duties. Good customer service and communication skills are a must.

Essential Functions:

- Greet customers in person and at the drive through window in a warm and friendly manner
- Receive payments and accurately apply to customer accounts
- Process and prepare daily deposits
- Perform daily balancing function for cash drawer postings and deposits
- Schedule utility connect and disconnect orders
- Assemble and maintain various reports used for balancing transactions and tracking customer needs
- Regular and timely attendance at work
- Contribute to team effort by performing other related duties as assigned

Education, Experience and Licenses:

- High School diploma required
- Experience involving cash collections and customer service preferred
- Ability to speak Spanish in addition to English is a plus

Knowledge, Skills and Abilities:

- Ability to add, subtract, multiply and divide including basic calculations and accurate change
- Strong customer service and interpersonal skills
- Ability to use a personal computer, 10-key adding machine, telephone, fax machine, copier, check scanner and various other office equipment
- Ability to organize and accurately record data
- Ability to follow oral and written directions
- Ability to handle stressful situations and adapt to change
- Knowledge of the policies, procedures and activities of a municipal utility billing department
- Knowledge of modern office practices and procedures, applicable coding and data entry procedures, basic bookkeeping methods and procedures of cash collection practices

Physical Demands: While performing the duties assigned, the employee is frequently required to sit, but may need to stand for an extended period. The employee will mostly work at a raised counter and may need to use a raised chair or stool. The employee must occasionally lift and/or move objects up to 25 pounds. The employee will interact directly with customers and members of the general public.