

**CLASS TITLE:** Customer Service Representative

**CLASS FUNCTION:** To interact with members in a courteous and professional manner regarding their electric accounts, service requests or questions. Also inform members of Cooperative policies and procedures.

**REPORTING RELATIONSHIPS:**

- Reports to: Manager – Member Services & Transportation

**EXAMPLE OF DUTIES:** (illustrative, not inclusive)

- Provide prompt, courteous and professional service and support to ACEC staff and supervisors in carrying out cooperative goals and objectives;
- Provide information and respond to inquiries from members regarding electric service or account status;
- Receives calls in a pleasant and courteous manner;
- Determines proper routing of special or usual calls and handles each quickly and easily utilizing knowledge of the organization and departments' functions;
- Assists members with billing questions and analyze their account;
- Obtains necessary information and paperwork from prospective new members and informs them of Cooperative policies and requirements;
- Prepares correspondence to members and respond to requests and contacts;
- Take payments and post to proper accounts;
- Make changes in service/member information;
- Assist in collections and payment arrangements;
- Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the ACEC safety rules and procedures;
- Work in Call Center environment;
- Contributes to department and Cooperative performance by completing other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to schedule one's own work and perform under minimal supervision;
- Ability to deal effectively with a variety of people under difficult circumstances while maintaining a high degree of accuracy and professionalism;
- Ability to market and promote concepts and services to members and contractors;
- Skill to create a favorable image of the Cooperative as helpful, knowledgeable, understanding, and cost conscious;
- Ability to help resolve member issues in a timely fashion to maintain good public standing for the cooperative;
- Skill in listening, and the ability to develop strong human relations required;
- Ability and skill to decipher technical language and express in layman's terms;
- Basic knowledge of electrical services, equipment, and construction practices;
- Ability to cope with multiple tasks simultaneously or rapid succession;
- Ability to demonstrate a commitment to customer service at all times, working well with others to provide quality, efficient and courteous service to all members and internal customers;
- Demonstrate the ability to take the initiative to find opportunities and solve problems in a self-directed manner, within the realm of established policies and guidelines.
- Ability to handle confidential information;

**EXTERNAL RELATIONSHIPS:**

- Members – Consumers
- General Public
- Government (Local, State and Federal)

**NECESSARY QUALIFICATIONS:**

- High School Graduate or GED equivalent
- Valid Wisconsin driver's license with good driving record

**DESIRABLE QUALIFICATION:**

Associates degree, preferably in communications, sales, marketing, or business administration is desirable, along with two years experience in the customer service related field. Utility experience, or a sales and marketing or construction background that provides the necessary knowledge, skills, and abilities may substitute for some requirements. Experience with personal computer software necessary. Must hold a valid Wisconsin drivers license.

**PHYSICAL REQUIREMENTS:**

Works in a climate controlled office environment with minimal physical exertion. Bends, twists, pushes and pulls to file materials. Activities include work at a computer terminal and frequent interaction with consumers, vendors and employees via verbal and written communication. Occasionally travels for seminars and to area offices, and may encounter poor weather conditions and possible hazardous driving conditions.