JOB DESCRIPTION

COMPANY: Newport Utilities DATE CREATED: 3/2021

JOB TITLE: **Customer Service Representative – Full Time**

GRADE LEVEL __7_____ Exempt ____ Non-Exempt __X____

REPORTS TO: Customer Service Supervisor

PURPOSE OF THE JOB (Why is the job performed?):

The purpose of the customer service representative position is to provide professional, quality, and timely customer service support to Newport Utilities Customers. The customer service representative role serves an important function in that the direct interaction with each Customer contact is an opportunity for Newport Utilities to build trust and respect within the community. Every point of contact with a customer reflects on the brand.

Essential Job Duties and Responsibilities:

- Compliance with all applicable safety, security, and environmental rules and regulations and company policies and procedures.
- Timely and accurate execution of customer service processes in accordance with NU policies and procedures (Customer contacts/interactions may be in person, via phone, or email). Key customer service processes include, but are not limited to:
    - New service requests
    - Reconnect and Disconnect service requests
    - Transfer service requests
    - High bill complaints
    - Promoting self-service options and helping customers walk through FAQ's
    - Payments
    - Account balance inquiries
    - Payment arrangement requests
    - Customer profile change requests including setting up budget and/or bank draft/auto pay for customers (temporary away, adding a person to an account, change in phone number, etc.
- Perform accurate and thorough analysis of customer accounts when required (e.g. customer high bill complaints and/or payment arrangement requests). Analysis may include review of customer's usage over time, comparison of usage by month over time in comparison to temp degree days, meter reading validation in order to determine the appropriate resolution for the customer for a high bill issue. Analysis may include a review of customer's payment performance

trend over time, prior disconnections, inquiries to customer to learn what current challenge is, how much customer can afford to commit near term, how large the unpaid balance is, etc. in order to determine the appropriate resolution for the customer for a payment arrangement scenario. This includes the presentation/communication of the information to the customer in an effective manner.

- Familiar with all products and services, including Broadband.
- Process other administrative processes in a timely manner (EAP, Project help vouchers/checks, account balance transfers, refunds, customer communications, returned mail, etc.)
- Comply with established dress code for Customer Service Representatives.

Marginal Job Duties and Responsibilities:

- Proactive communication with customers regarding services NU offers such as bank draft, Secure Payments, Smarthub, Smarthub app and effectively explaining the use of self-service payment methods.
- Takes initiative to seek ways to improve customer satisfaction and departmental productivity, efficiency, and effectiveness.
- Subject to working overtime on short notice.
- Other duties as assigned.

EDUCATION, EXPERIENCE, DEGREES, CERTIFICATES, OR LICENSES REQUIRED:

- High School diploma or GED certificate; minimum 2 years college preferred
- Minimum 2 years customer service experience preferred
- Computer skills including Microsoft Excel and Word
- Experience with customer service management systems preferred
- Banking or other high-volume money handling experience preferred

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED:

- Competencies include excellent communication skills both written and verbal, multi-tasking/coordinating, and customer service skills including the ability to manage emotionally charged interactions
- Familiar with Microsoft Office products and Customer Management software preferred
- Good basic math skills including the ability to balance cash drawer at end of day
- Must be able to maintain a high level of confidentiality as this position will provide exposure to sensitive data.
- Strong commitment to customer education and support

REVIEW OF PHYSICAL DEMANDS:

- Occasionally stand and walk as needed to move throughout the facilities.
- Frequent work from a seated position to perform certain work duties listed above for extended periods of time.
- Occasionally reach with arms extended out for sustained periods of time in order to access computers and other equipment.
- Requires good hand-eye coordination, arm, hand, and finger dexterity including ability to grasp, and visual acuity to use a keyboard and operate office equipment.
- Perform highly repetitive fingering motions in order to operate office equipment.
- Possess sufficient auditory and verbal skills in order to communicate with administrators, staff, customers and vendors.
- Possess sufficient visual acuity necessary to read printed materials and technical information.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

During times of natural disasters, pandemics, or other unique situations, NU is generally designated as an essential business. All employees are expected to continue performing job duties and responsibilities consistent with essential business requirements as directed by management on a case-by-case basis. The nature of the utility business requires all employees to be prepared to report to work at a job site or an NU facility at any time in the event of an emergency consistent with applicable local, state, or federal law.

SIGNATURES:

Employee _____ **Supervisor** _____

Department V.P. _____ **Human Resources** _____

NEWPORT UTILITIES IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER