

JOB DESCRIPTION
GALLATIN DEPARTMENT OF ELECTRICITY
Customer Service Representative (CSR) \$19.50/hr

At GDE, we believe teammates who put the needs of others before oneself, seek innovative solutions to problems and challenges, and understand how our words and actions impact our teammates and our customers, help GDE achieve our purpose of serving Gallatin together.

POSITION SUMMARY:

This position is responsible for maintaining records of the Gallatin Department of Electricity's customers which includes: collecting payments and balancing of cash drawer, application for service, preparing service orders, entering customer information into billing system, explanation of customer billings, greeting customers / visitors and provide whatever assistance necessary to customers and/or fellow employees.

This position is classified as Non- Exempt for the purpose of the Fair Labor Standards Act. This position is subject to pre-employment, reasonable suspicion, promotion, return to duty and follow-up drug and alcohol testing. The normal work hours follow a 9/80 schedule, Monday-Friday, 6:45 a.m.-4:15 p.m., with a 30-minute lunch period and one off day throughout a two week pay period.

ESSENTIAL FUNCTIONS:

Essential functions include, but are not limited to:

- a. Greet customers/visitors in a timely and friendly manner and determine their needs. Establish when they should be given access to other personnel.
- b. Teamwork between all areas.
- c. Responsible for functions outlined in the CSR training book based on level in the training program.
- d. Keep work area neat, organized and free from clutter.
- e. Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- a. Well-developed communication skills, both verbal and written
- b. Ability to perform arithmetic computations accurately and quickly
- c. Ability to manage time well and prioritize tasks
- d. Highly organized to maintain a smooth flow of daily activities
- e. Ability to use current office technology and software
- f. Ability to establish successful working relationships
- g. Knowledge of and/or the ability to learn about the care and proper use of GDE equipment
- h. Must possess the ability to use good judgement while performing job related tasks

- i. Must be able to work without close supervision
- j. Must be able to lift up to 40lbs, open file cabinets and bend/stand when necessary

Above all skills, aptitudes, and job experiences, being an ideal team player is the most vital attribute someone must bring to GDE.

DETAILS OF WORK TO BE PERFORMED

Approximately 75% of the time is spent in contact with customers performing the items listed under "Essential Functions". This position requires considerable tact, courtesy and diplomacy in dealing with others in unpleasant social settings (dealing with irate or unpleasant individuals) may occur. Accuracy in many areas will be watched including: collecting and balancing of cash, applications for service, entering and checking of customer information into billing system, etc. Employees must be able to work under time pressures, distractions and other disturbances.

SUPERVISION:

Reports to Customer Service Supervisor. Position requires no supervision of others.

WORK ENVIRONMENT:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copiers, filing cabinets and scanners. There is occasional travel required for training purposes.

REQUIRED EDUCATION & EXPERIENCE:

1. Previous cashier and customer service work (banking, utility, etc.) desirable