

CUSTOMER SERVICE REPRESENTATIVE



Finance | Customer Service

SUMMARY

Communicate with the public to provide and process information relative to TPCG utility services. Answer routine incoming calls. Perform administrative duties, such as filing, typing, sorting mail, and transcribing/entering data into a computer.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)
Must be willing to work extra hours as needed.

SCHEDULE

Monday to Friday

SHIFT

7:30 a.m. to 4:30 p.m.

LOCATION

Government Tower – 4th Floor

REPORTS TO

Customer Service Supervisor

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Frequent interactions with members of the public

ESSENTIAL FUNCTIONS

- Screen visitors, answer phones, take messages, answer inquiries, and direct customers to the proper individual.
- Offer assistance to callers and walk-in customers.
- Collect and account for payments from various TPCG departments and divisions.
- Key in assigned mailed utility billing payments.
- Process online or in-person payments.
- Type, print, and distribute department correspondence.
- Copy and scan materials and documents.
- Compile data for computer entry.
- Perform other duties as assigned by supervisor.

GENERAL REQUIREMENTS

- Ability to become thoroughly knowledgeable of various functions within the Customer Service Division.
- Superior level of tact and integrity due to the frequent interactions with high-level internal and external contacts and exposure to confidential information.
- Experience dealing with money in terms of accuracy accountability.
- Ability to work independently and handle the stress of dissatisfied customers.
- Ability to type quickly and accurately while keeping up with large customer volumes.
- Effective verbal and written communication skills.
- Knowledge of filing and other general office methods and practices.
- Ability to speak Spanish is a plus.

EDUCATION, EXPERIENCE, AND LICENSES

- Must have a high school diploma or GED.
- Prior experience preferred.
- Ability to use variety of software packages, such as Microsoft Word, Outlook, Excel, etc.
- Knowledge of the AS/400 system preferred.

EMERGENCY EVENTS

May be required to work during emergency events.

Questions? No problem! Email us at employment@tpcg.org.