



Norris Public Power District

Job Description

CUSTOMER SERVICE REPRESENTATIVE	
Location:	Beatrice and Seward Offices
Department:	Finance and Accounting
Reports to:	Customer Service Supervisor
Type:	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time
FLSA Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Salary <input checked="" type="checkbox"/> Hourly
Date Adopted:	March 1, 2005
Previous Revision Date:	July 2015
Last Revision Date:	May 2021

POSITION DESCRIPTION
<p>This position is responsible for meeting the customer service needs of all customers including handling customer billing questions, receiving payments, executing service orders at the customer request, executing service orders related to the District's needs, updating customer records, processing customer outages, and preparing necessary forms and reports.</p>

MAJOR AREAS OF RESPONSIBILITY
<p>1. Customer Service</p>

SPECIFIC RESPONSIBILITIES
<p>1. Customer Service</p> <ol style="list-style-type: none"> a. Answers telephones and greets walk-in customers and business associates in a professional manner. b. Responds to customer requests, inquiries, and complaints expeditiously and in a professional manner. c. Receives and processes customer payments, assists in the preparation of the daily bank deposit and posts payments to the customer accounts daily. d. Issues service orders at the customer or District's request and follows up to ensure the service orders are completed on a timely basis utilizing the

- workflows established on the system, if applicable.
- e. Reviews customer accounts for payment delinquencies.
 - f. Posts customer service charges to customer accounts according to the District's Service Regulations.
 - g. Maintains a working knowledge of the District's Rate Schedules and Service Regulations to ensure customer requests and inquiries can be handled correctly and professionally.
 - h. Administers an assigned cash drawer and balances the drawer daily.
 - i. Performs procedures to collect amounts due from customers who have paid their account with an NSF check.
 - j. Sets up payment arrangements with past due accounts and follows up on a timely basis.
 - k. Accesses and manages the NPPD SOS system.
 - l. Maintains customer records.

JOB REQUIREMENTS

1. Ability to communicate effectively both orally and in writing with all District employees, vendors, and customers.
2. Establish and maintain effective working relationships with employees and customers.
3. Must be skilled in using Excel, Outlook, and District's software.
4. Proficiency in operating a PC Computer, 10-key calculator, fax machine, copier, and other office machines.
5. Understand, speak, and write the English language.
6. Must be reliable, dependable and be able to maintain confidentiality.
7. Demonstrate organizational skills and ability to prioritize projects.
8. Ability to facilitate multiple software applications at once to assist customer and servicemen requests.
9. Ability to handle multiple interruptions daily.
10. Ability to handle stressful situations in a logical and calm manner.
11. Demonstrates regular and predictable attendance and punctuality.

EDUCATION AND QUALIFICATIONS

1. High School diploma required. Associate degree in business management or related field preferred.
2. Minimum of three years of experience in customer service with experience in public utility preferred.
3. Minimum of one year experience with personal computers and proficiency in data entry.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 75% of the time.
2. Must be able to frequently move about inside the office to access file cabinets, office machinery, etc.
3. Constantly positions self to operate office equipment and access files.
4. Frequently moves equipment and files weighing up to 10 pounds across office.

WORK ENVIRONMENT

Working conditions are consistent with an office environment.

DISCLAIMER

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

APPROVALS

General Manager <i>Bruce Vitosh</i>	Date <i>7-9-21</i>
Department Manager <i>Michelle T. Junker</i>	Date <i>7-7-21</i>
Supervisor <i>Carrie M. Weber</i>	Date <i>8-4-21</i>