



CUSTOMER SERVICE REPRESENTATIVE

JOB DESCRIPTION

TITLE: Customer Service Representative

DEPARTMENT: Customer Service

DIRECT REPORT: General Manager

Role and Scope of Position:

This is an Customer Service Representative position that will perform all function of Customer Service related to electric and natural gas distribution system for Pike County Light and Power located in Northeastern, PA. This individual will be responsible for a variety of aspects of customer service functions including face to face and remote communication with internal and external customers, operations, call center, community and governmental and regulatory agencies.

Responsibilities:

Perform all functions related to customer service activities such as:

- Receive and process walk-in customer payments
- Update customer information in Customer Information Management System
- Communicate via written, electronic and telephone with customers, municipal or regulatory agencies for all aspects of the business
- Process electric outages and gas emergencies or complaints
- Process customer inquiries for establishing or terminating electric and gas services
- Open payments, process and balance customer payments and cash drawers
- Operate Meter reading software programs, assign meter routes and prepare meter Inventory
- Create and review service orders
- Prepare billing information for daily billing
- Liaison Pennsylvania Public Utility Commission, customers, Company for customers complaints
- Liaison for Customer assistance programs such as Department of Social Services and Home Energy Assistance Program (LIHEAP)
- Maintain records for accounts on Public Assistance, and voucher direct pay accounts.
- Process Call Center customer contact information
- Liaison for Customer Satisfaction Survey
- Prepare Company, Regulatory, governmental agency reports as required
- Create and Update Payment Agreements
- Process all aspects of the Collections procedures
- Process account related to payment plans and bankruptcy
- Prepare documentation for Theft of Service situations



Job Qualifications:

This position requires a self-motivated individual with strong organizational skills capable of working and making decisions without direct supervision. Individual must have some customer service knowledge and experience, interacting directly with customers, handling and processing cash payments while responding to customer inquiries. Some previous utility experience is preferred. Ability to use PC desktop/laptop applications (e.g., Microsoft Office, ABOBE) and Customer Information Management Systems demonstrated. Must promote a customer service focus and reinforce customer excellence by being sensitive to the Company's Public image. Will emphasize professionalism, honesty, concern, courtesy, excellence and teamwork within the team.

- High School Education
- 3 to 5 Years of Customer Service experience
- Basic computer skills; Micro Soft - Office and Adobe(PDF) products
- Per Federal regulations this position will require the individual to submit to and pass a pre-employment and random Alcohol and Drug testing.

Pike County Light and Power Gas Company is an equal opportunity employer and, as such, affirms in policy and practice its commitment to recruit, hire, train, and promote, in all job classifications, without regard to race, color, creed, religion, sex, age, national origin, citizenship status, marital status, sexual orientation, disability, or eligible veteran status.

Pike County Light and Power Gas Company offers a competitive salary and comprehensive benefits package.

Please Email Resumes with professional references to this email address:

omutaqi@myhrsupplier.com with "2017PCLP" in the subject line.