

UTILITIES CUSTOMER SERVICE REPRESENTATIVE

NATURE AND PURPOSE:

Positions in this class are responsible for providing a complete range of customer service to Lafayette Utilities System customers including assisting new and existing customers with electric, water, wastewater, and garbage services. After completion of training, incumbents work with substantial independence in all but the most unusual tasks. Incumbents report to a Customer Service Supervisor, may work under direction of an intermediary supervisor, and have no supervisory responsibility.

ILLUSTRATIVE EXAMPLES OF WORK: (Note: These examples are intended only to illustrate the various types of work performed by incumbents of the class. All of the duties performed by any one incumbent may not be listed, nor does any single incumbent necessarily perform all these duties.)

Greets customers, explains policies and procedures concerning services, including billing, applicable rates, security deposits, and accumulated interest for residential and commercial accounts. Searches for account numbers and other relevant information in various databases and applications. Explains amounts due, delinquent dates, and severance processes. Runs batch reports on debit/credit payments and processes related paperwork. Sends field orders for meter installations, connections, removals, disconnections, re-checks, or re-connections.

Determines if LUS is correct provider to the customer and sets up new accounts using various computer applications simultaneously. Inputs information and generates work orders to process requested services, applies security deposits and/or other charges required for services. Keeps accurate records of all transactions. Maintains and updates accounts, analyzes and answers questions about complex utility billing, assists customers with all other questions, receives and applies payments requiring precise data entry under busy and noisy working conditions. Prepares adjustments and documents for processing returned checks, payment chargebacks and back billing of utility accounts. May assist in locating accounts with unpaid balances and billing them, referring to collection agencies and / or disconnect technicians. Uses customer information systems and databases as well as operations support systems to record services ordered or changed, as well as payment of bills and usage data.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS (Depending on area of assignment)

Ability to learn and apply knowledge of utility services, rates, billing methods in order to resolve any customer issue in a single phone call.

Ability to interpret and clearly explain policies and procedures of the Lafayette Utilities System.

Ability to use personal computers as required for performing the essential functions of the position, including the ability to use multiple platforms simultaneously.

Ability to communicate effectively, both orally and in writing.

Ability to perform arithmetic and basic bookkeeping functions accurately in a busy office environment.

Ability to maintain a high level of professionalism in a busy and noisy environment.

Ability to form and maintain effective working relationships with other personnel, customers, elected officials and general public.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school supplemented by customer service experience; or an equivalent combination of education and experience.

APPRENTICESHIP

Positions in this class will be assigned to an apprenticeship as defined by Civil Service Rule IV, Section 6. This program requires the employee to complete initial and ongoing training requirements as established by Lafayette Utilities System within twenty-seven months for continued employment.