

## BARGAINING UNIT JOB POSTING POST: Internal/External



DIVISION: Finance & Administration		DEPARTMENT: Customer Service		
MAXIMUM # OF OPENINGS: 2		CLASSIFICATION: Customer Service Representative 1		
EFFECTIVE DATE OF OPENING:	FROM:	ТО		MIN: <b>\$22.37</b> MAX: <b>\$</b> 23.57
GENERAL SUMMARY OF DUTIES:	Responsible for effectively interacting with BWL customers regarding service requests; billing/account questions; payment arrangements; new products and services; and BWL policies, rules, regulations and procedures via telephone, mail, and direct contact in a PC-based environment.			
ESSENTIAL FUNCTIONS:	<ul> <li>Processes customer service transactions utilizing information received via telephone, mail, or direct personal contact in a PC-based environment</li> <li>Utilizes PC to enter, retrieve and update customer information on the BWL Customer Information System database, e.g., new service requests, account adjustments, deposits, billing account itemizations, etc.</li> <li>Utilizes customer relations skills to manage and respond to customer and employee interactions and inquiries via telephone, mail and direct contact</li> <li>Responds to inquiries regarding BWL regulations, rules, policies and procedures</li> <li>Sets up customer collection arrangements in response to requests from customers or to satisfy the need for payment</li> <li>Processes service requests such as account adjustments, rebills, cancellations, itemizations, transfers, etc.</li> <li>Processes cash and check transactions, and balances cash drawer daily</li> <li>Communicates orally and in writing</li> <li>Performs other related duties as required or necessitated by job responsibilities</li> <li>Required to follow BWL Safety Manual and wear required personal protective equipment</li> <li>Attends training for safety awareness or skills improvement as required by supervisor, BWL or governmental agency such as MIOSHA</li> </ul>			
JOB SPECIFICATIONS:	High School Diploma or equivalent. Ability to communicate understandably and legibly via phone, radio and in writing, and multi-task. Basic knowledge of clerical functions and computer skills as demonstrated by standardized testing including: alphanumeric filing, reading comprehension, arithmetic reasoning, operating a ten-key (4000 GKPM), listening and typing (40 wpm), MS Word (beginners). Good work record. Must be able to work any schedule. Five (5) years of previous customer service experience preferred. Previous teamwork experience and Customer Information System (CIS) experience preferred.  Ability to communicate orally via phone, radio and in person; ability to communicate in written form. Must be able to operate a computer, business phone system, fax machine, automated payment system, and credit card machine. Must be able to perform data entry via keyboard.			
WORKING CONDITIONS:	Normal office environment. Considerable sitting. Must be able to work any shift, including nights and weekends.			
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