

# MIDDLE TENNESSEE NATURAL GAS UTILITY DISTRICT

## JOB DESCRIPTION

Position: Office Manager Labor Grade: \_\_\_\_\_

Department: Operations & Customer Service O/T Status: Exempt

Supervises: Customer Service Representatives and Meter Readers

Reports to: Area Superintendent Approved by/Date: \_\_\_\_\_

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### JOB SUMMARY:

The Office Manager will be responsible for the daily operations of the office ensuring all work is completed in a timely and efficient manner. The Office Manager must ensure the office demonstrates a professional and courteous nature in dealing with customers.

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### JOB DUTIES (including, but not limited to):

1. Supervision of Customer Service Representatives and Meter Readers
2. Strict adherence to all MTNG policies and procedures.
3. Perform all functions associated with the MVRS system.
4. Ensure all collections are handled in a timely and professional manner.
5. Proficient in handling by phone or in person: customer questions, complaints and requests for service.
6. Accurately explain to customers the billing procedures, budget billing program, bank draft program, and senior net program.
7. Proficient in the sale of appliances and products offered by MTNG, including: preparing Sales Contracts, collection of 25% down payment and scheduling of installation.
8. Handle money received from customers, make change, and maintain accurate record of such transactions.
9. Review meter reading report 5501 for high/low usage, bad meter, etc.
10. Perform all functions associated with Meter Service Orders, including: completing Application and Agreement for Service, collecting Turn-On Fee or Meter Deposit, preparing Meter Service Orders (turn-on/turn-off), entering information from meter order into the computer (turn-on/turn-off), Customer Deposit and Refund Report, and Meter Inventory.
11. Perform all functions associated with Gas and Merchandise Receivables, including: prepare deposit, prepare Daily Cash Report, posting of Gas Receivables and Meter Deposits.
12. Perform all functions associated with Customer Service, including: maintaining drive-in-window, update Disconnect Notices, maintain Petty Cash Fund.
13. Perform any other duties as assigned by supervisor.

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**INTERACTION AND LEVEL INDEPENDENCE:**

Extensive interaction with customers and the general public. Much interaction with fellow employees in same department as well as service technicians. Occasional contact with others in the organization at all levels. Works under supervision of the Area Superintendent and makes decisions according to established procedures and guidelines. Requires substantial initiative, and maximum consideration for customer relations.

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**REQUIRED JOB SKILLS:**

Must be able to speak and write in a clear, well-organized, and planned manner using appropriate grammar and vocabulary.

Ability to relate to and interact with others in a positive way that results in cooperation and mutual respect.

Must be reliable, honest and trustworthy.

Must have acceptable attendance and personal appearance. Personal behavior must not interfere with own effectiveness or that of others.

Must initiate and follow-through with assigned work with minimal supervision.

Must demonstrate efficient use of time and resources.

Must maintain proper telephone and radio etiquette.

Must be able to handle complaints and irate customers.

Must be proficient in basic office skills, which include: typing, calculator, postage machine, copy machine.

Must be computer literate in Microsoft Word, Excel, and Outlook.

Must follow MTNG Standard Practice Manual.

Minimum education of High School Diploma.

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**REQUIRED PHYSICAL CONDITIONS:**

Must be able to bend and stoop.

Must be able to move, lift, and handle materials, up to 50 lbs.

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**MEASUREMENT CRITERIA:**

Subject to mandatory pre-employment and random drug testing.

Subject to mandatory pre-employment physical.

Subject to alcohol testing, post accident or for cause.

MTNG Standard Practice Manual

Evaluated by Performance Appraisals, Area Superintendent, V.P. of Operations & Chief Operating Officer, and the Chief Executive Officer.