

MIDDLE TENNESSEE NATURAL GAS UTILITY DISTRICT

JOB DESCRIPTION

Position: **Customer Service Representative**

Labor Grade: _____

Department: **Customer Service**

O/T Status: **Non-Exempt**

Supervises: **None**

Reports to: **Office Manager**

Approved by/Date: _____

JOB SUMMARY:

The Customer Service Representative represents MTNG as the primary initial contact with our customers. To accomplish the mission of MTNG, each and every act associated with our customers must relate professionalism and courtesy by each Customer Service Representative (CSR), which, in turn, reflects a competent organization of integrity and fairness. The image and reputation of the District are ascertained by the friendliness and professionalism of each CSR. Customer Service Representative's must keep in mind customer sensitivity when handling questions, problems and complaints.

Customer Service Representatives will be assigned specific job duties and an individual work station. CSR duties are broken down into five areas of responsibilities. Each CSR must become knowledgeable of each area. Normal work week will be Monday through Friday, 8:00 A.M. to 5:00 P.M. with a one hour lunch break. Overtime will be required as requested by the Office Manager, Superintendent or Vice President of Operations, Customer Service and Chief Operating Officer.

JOB DUTIES (including, but not limited to):

1. Strict adherence to all MTNG policies and procedures.
2. Proficient in handling by phone or in person: customer questions, complaints and requests for service.
3. Accurately explain to customers the billing procedures, levelized billing program, bank draft program, and senior net program.
4. Proficient in the sale of appliances and products offered by MTNG, including: preparing Sales Contracts, collection of 25% down payment and scheduling of installation.
5. Handle money received from customers, make change and maintain accurate record of such transactions.
6. Maintain a clean and orderly work station.
7. 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.
8. Perform all functions associated with Gas and Merchandise Receivables, including: prepare deposit, open mail, prepare Daily Cash Report, Inactive Gas Statements, posting of Gas Receivables and Meter Deposits.
9. Perform all functions associated with Customer Service, including: maintaining drive-in-window, , maintain Petty Cash Fund, and request funds to replenish postage as needed, balance time sheets, request office supplies, Last Register Numbers Used Report,

10. Perform any other duties as assigned by supervisor.
-

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 general supervision and makes decisions according to established procedures and guidelines. Requires substantial initiative, and maximum consideration for customer relations.

REQUIRED JOB SKILLS:

Must have a valid TN driver's license
Must read and write legibly.
Must be able to interact positively with customers and others within the organization.
Must be able to understand and apply information.
Interaction with customers dictate a neat and professional appearance at all times.
Must maintain proper telephone and radio etiquette.
Must be able to handle complaints and irate customers.
Must be able to count money and make change.
Must be proficient in basic office skills, which include: typing, calculator, postage machine, copy machine.
Must be computer literate.
Must follow instructions.
Must follow MTNG Standard Practice Manual.

REQUIRED EDUCATION:

High School Diploma or equivalent

REQUIRED PHYSICAL CONDITIONS:

Must be able to bend and stoop.
Must be able to move, lift and handle materials, up to 30 lbs.

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
Performance Appraisals.
Job Inspection by: Office Manager, Superintendent, Vice President Operations, Customer Service, and Chief Operating Officer, and Chief Executive Officer