

THE CENTRAL GEORGIA ELECTRIC MEMBERSHIP CORPORATION
Job Description

JOB TITLE: Customer Services Representative

SUMMARY: Serves as primary contact in the provision of services, disconnects/connects, problem resolution, payment arrangements, general inquiries, and account maintenance by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties as assigned):

Communicates with members/customers effectively and accurately via phone, in person, and via electronic means.

Prepares orders for electric and gas service.

Handles member/customer transactions, operates the cash register, provides accurate change, and completes paperwork duties.

Promote and enroll customers in natural gas plans and services.

Answers questions about services and processes, addressing member/customer requests.

Engages members/customers regarding prepaid metering and completes the initial prepaid account setup form.

Informs members/customers and bills fees pertaining to electric and gas service.

Conducts file maintenance, updates accounts, and adjusts bills as necessary.

Initiates, promotes, and processes sales of value-added services.

Creates and sends appropriate correspondence to customers.

Must maintain member/customer satisfaction at or above company standards by way of surveys, call monitoring, and performance metrics.

Ability to analyze, understand, and resolve member/customer account information professionally.

Maintain member/customer confidentiality while servicing and resolving their issues. Member/customer information must be handled in accordance with the Cooperative's Privacy Policy.

Performs other functions and responsibilities as assigned.

Is aware of and complies with the Corporation's policy on Affirmative Action, Equal Employment Opportunity, and non-discrimination of customers on any benefits offered by the CGEMC.

Complies with the CGEMC's safety rules and regulations while performing duties.
Complies with OSHA rules and regulations.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

EDUCATION and/or EXPERIENCE:

High School Diploma or equivalent; three years related experience and/or training. Sales experience preferred.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers and other employees of the organization. Bilingual language skills preferred.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Georgia driver's license.

OTHER SKILLS:

Typing skills required. Must be able to enter and retrieve data using a computer with speed and accuracy. Proficiency in Microsoft Office applications, including Excel, Word, and Outlook, is preferred. Strong attention to detail and the ability to manage multiple tasks efficiently are essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-50 pounds. Requires good hand-eye coordination, arm, hand, and finger dexterity, including the ability to grasp, and visual acuity to use a keyboard, operate equipment, and read information. The employee is required to sit, reach with hands and arms, talk, and hear.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an office environment.

The noise level in the work environment is usually moderate.

Will be randomly tested for drugs and alcohol.

Must be willing to work after hours in emergency situations or as required.

All qualified applicants for this position will receive consideration for employment without regard to race, creed, color, sex, age, national origin, disability, or veterans' status. Central Georgia EMC is an equal opportunity employer.