



WAVERLY UTILITIES JOB DESCRIPTION

Title: Specialist, Customer Service – Part-Time
Reports To: Coordinator, Customer Services

Summary: Responsible for aspects of customer service and collections of electric, water, sewer, and refuse services.

Responsibilities:

- Assist customers with and/or routing questions related to the electric utility
- Deal directly with customers either by telephone or face-to-face
- Process payments and balance end-of-day cash drawer
- Maintain the integrity of customer accounts including the creation of new accounts, closing of accounts, processing payment transactions and adding customer notes from customer inquiries
- Perform routine collection activities including collection calls and setting up payment arrangements
- Respond to customer inquiries, complaints, and initiate actions to resolve
- Responsible for a general understanding of regulatory rules and regulations related to utility billing, collections, and telecommunications
- Responsible for maintaining a positive work atmosphere
- Perform other duties as assigned

Required Skills, Knowledge, and Competencies:

- High school diploma or GED
- Demonstrated ability to communicate efficiently and clearly with internal and external customers
- Ability to use discretion in maintaining confidentiality and handling sensitive information
- Great attention to detail and accuracy
- Strong mathematical skills including cash handling experience
- Ability to work in a team environment