



<b>POSITION TITLE:</b>	<b>CSR/Office Coordinator</b>	<b>EXEMPT STATUS:</b>	Non-exempt
<b>DEPARTMENT:</b>	Financial Services	<b>CATEGORY:</b>	
<b>LOCATION:</b>	Customer Service/District Office 41630 W. Louis Johnson Dr. Maricopa, AZ 85138-5402	<b>SALARY RANGE:</b>	
<b>REPORTING RELATIONSHIP:</b>	Position will report to Customer Service/Billing Manager	<b>SUPERVISORY RESPONSIBILITY:</b>	Position will not supervise at this time.

**DEFINITION:**

Under the general supervision of the Customer Service/Billing Manager, the CSR/Office Coordinator, assumes the responsibility providing effective and efficient customer service for Electrical District No. 3 (ED3). Assisting ED3 customers either in person or by phone by providing information timely and accurately to customers in regard to their accounts. Additionally to assist potential customers in the proper means of acquiring an account with ED3. This position also will coordinate all Administration building meeting meals and refreshments, and clean up meeting rooms, kitchen areas after each meeting. This position will maintain the supply closet, and receive/track all incoming packages that are delivered to the District office.

**JOB SUMMARY:**

Responsibilities for this position include but are not limited to:

- Provide timely and accurate information to current and potential customers.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Receive and process payments accurately.
- Proficiently/efficiently utilize array of PC applications.
- Coordinate meeting meals and refreshments at the Administration office.
- Clean and straighten meeting and kitchen areas.
- Maintain and receive supplies for administration and other offices.
- Provide additional assistance to all other employees as needed.
- All other duties as signed.

**ESSENTIAL FUNCTIONS:**

- Answers questions from customers or individuals in regard to troubled accounts whether in person or over the phone.
- Issues work orders on electrical equipment and power lines for testing and other work.
- Process customer orders/changes according to established department policies and procedures.
- Speaks with customers either by phone or in person concerning their ED3 account.
- Process both Electrical and Irrigation payments.
- Managing refreshment and meal acquisition and arrangement.
- Provide essential cleanup of meeting rooms and lunch areas as needed, especially following meetings.
- Track and receive all daily/weekly packages that are received at the front desk that are being delivered to the

- District office. Also communicating with those staff members that need to pick up the packages.
- Maintain and order supplies for the entire office.

**ESSENTIAL QUALIFICATIONS:**

- Professional persona while interacting and assisting visitors, employees, and Board members.
- Must have strong oral and written communication skills to effectively communicate with customers, supervisors, peers, employees, contractors, and Board members.
- Clear and articulate verbal communication skills are mandatory to convey information to ED3 customers and ED3 staff.
- Time Management: The ability to organize and manage multiple priorities.
- Read and interpret documents such as operating and maintenance instructions and procedures manuals.
- Basic computer, keyboarding, 10-key skills and type 35 WMP.
- Mathematical Skills: The ability to calculate billing based on rates and usage.
- Must successfully complete qualification test set forth in the training program given by ED3.
- Excellent customer service skills (friendly, courteous, respectful, helpful and professional).
- Team Oriented – Must possess the skills and attitude required to work as an active team member, including but not limited to communicating with coworkers & assisting in other areas as needed.

**SPECIAL REQUIREMENTS:**

- Ability to remain calm and coordinate multiple tasks in an active environment.
- 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.

**EDUCATION:**

- High School Diploma or equivalent.

**EXPERIENCE:**

- One (1) to three (3) months customer service experience.
- Past experience with coordinating meeting lunches and organizing items for meetings.
- Past experience with ordering and maintaining all office supplies.

**PHYSICAL REQUIREMENTS:**

- Must pass employment drug screening and background test.
- Must be able to remain stationary for long periods of time.

**WORKING CONDITIONS:**

- Work in an office environment.
- Some light lifting.