



POSITION TITLE:	Customer Service Representative	EXEMPT STATUS:	Non-exempt
DEPARTMENT:	Financial Services	CATEGORY:	
LOCATION:	Customer Service Center or District Office Maricopa, AZ 85138-5402	SALARY RANGE:	
REPORTING RELATIONSHIP:	Position will report to Customer Service Supervisor/Manager	SUPERVISORY RESPONSIBILITY:	Position will not supervise at this time.
DEFINITION:			
<p>Under the general supervision of the Customer Service Supervisor/Manager, the Customer Service Representative, 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.</p>			
JOB SUMMARY:			
<p>Responsibilities for this position include but are not limited to:</p> <ul style="list-style-type: none"> • 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. • Provide additional assistance to entire department as needed. • All other duties as signed. 			
ESSENTIAL FUNCTIONS:			
<ul style="list-style-type: none"> • Answers questions from customers or individuals in regard to troubled accounts. • 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. 			
ESSENTIAL QUALIFICATIONS:			
<ul style="list-style-type: none"> • Must have strong oral and written communication skills to effectively communicate with customers, supervisors, peers, employees, and contractors. • Clear and articulate verbal communication skills are mandatory to convey information to ED3 customers. • 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 and helpful).
- 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.
- Prefer Bilingual.
- Prefer Call Center experience.
- Must be able to work various shifts, including evenings and weekends.
- Must be available to work overtime when required.

EDUCATION:

- High School Diploma or equivalent.

EXPERIENCE:

- One (1) to three (3) months customer service experience.

PHYSICAL REQUIREMENTS:

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

WORKING CONDITIONS:

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