

THE YORK WATER COMPANY
Job Description

JOB TITLE: Field Customer Service Representative

EXEMPT: No
DIVISION: G & A
LOCATION: Main Office
REPORTS TO: Vice President-Customer Service

JOB CODE: 415
DEPARTMENT: Customer Service

PREPARED BY: Human Resources
APPROVED BY: Jeffrey R. Hines

DATE: April 2012
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SUMMARY: This is utility customer service work in support of the Customer Service and Meter Reading Departments of The York Water Company. The individuals selected to this position will have frequent involvement with both departments. The individuals will often be required to staff the Customer Service or Meter Reading Department when needed by performing the following duties: answer customer questions; contact customers by telephone, email, and mail; answer telephone and routine calls as necessary; advise and assist customers in procedures for acquiring and/or terminating water and wastewater services; review past payment history and applications for service; determine if applications for service and transfers of service are valid; refer customers to financial assistance sources when appropriate; edit customer data for connect and disconnect orders; initiate work orders for completion by Distribution Department and Meter Reading personnel; maintain electronic customer files; schedule customer water and wastewater service connects and disconnects; resolve basic customer utility connect and disconnect problems; answer general and basic customer utility questions; provide account information to individuals and commercial customers; fill office supply orders; assist other staff members as needed; perform shut-offs; turn-offs or turn-ons as needed; respond and assist with complaint orders; post delinquent notices; read meters for daily work orders and perform other related duties as assigned. All the responsibilities of this position will be followed by Company policy and regulations of the PA PUC.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Communicate with customers via email, telephone or in person concerning service terminations for non-payment, billing dispute resolution, orders for new service, turn off/on discontinuance, change in service, water quality issues, unusual service conditions or consumption patterns.
2. Prepare documents necessary for new service, transfer of ownership, turn off/on, complaints, etc.

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3. Prepare payment agreements and pursue collection activity on delinquent customers in accordance with PA PUC regulations and Company policies and procedures.
4. Prepare termination orders for varied situations in accordance with PA PUC regulations and Company policies and procedures.
5. Accept customer payments and applications over telephone, internet, or in person as needed.
6. Prepare routine customer correspondence.
7. Respond to customer service emails.
8. Possess a working knowledge of PA PUC regulations and the Company's tariff.
9. Investigate customer complaints and violations of Company's tariff.
10. Post termination notices, perform terminations and turn-on's for delinquent accounts when needed according to PA PUC regulations.
11. Possess a working knowledge of York County roadways and be able to locate specific locations on a road map.
12. Read meters when needed.
13. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company including employees.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

Associates Degree in Business Administration, Management or equivalent and related customer service experience and/or training.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to customers and employees. Bilingual skills preferred.

LICENSE and/or CERTIFICATIONS:

Possess a valid Pennsylvania driver's license

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INFORMATION TECHNOLOGY SKILLS:

Microsoft Windows XP or 7, Microsoft Outlook, Word, Excel, Access, Internet Explorer, GPS Navigation

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals. Ability to compute rate and percent.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written or oral form.

OTHER SKILLS AND ABILITIES:

Proficiently and accurately operate calculator, copier, postage machine, telephone, and computer terminal.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms. The employee frequently is required to stand; sit; climb or balance; stoop, kneel or crouch and talk or hear.

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must be able to work under stress and occasionally be able to work additional hours in order to meet deadlines.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. The individuals will work in an office or outdoor setting and occasionally contact customers at the customer's property by traveling in a company vehicle.