

THE YORK WATER COMPANY
Job Description

JOB TITLE: Customer Service Representative

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

JOB CODE: 401
DEPARTMENT: Customer Service

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

DATE: Sept 2013
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SUMMARY: This is basic, entry level utility customer service work in support of the Customer Service Department of The York Water Company. The individuals appointed to these positions will be required to staff the Customer Service Department 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; maintain central stockroom; distribute mail; assist other staff members as needed, and perform other related duties as required.

Provide prompt and courteous service to all customers of the Company by processing customer inquiries, complaints and requests within the scope of the Company's tariff, policies and procedures and regulations of the PA PUC. Interface and coordinate with outside Departments including Accounting, Distribution, Dispatch and Meter Repair.

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 or change in service.
2. Prepare documents necessary for new service, transfer of ownership, turn off/on, complaints, etc.

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 electronic payments over the internet or telephone.
6. Prepare routine customer correspondence.
7. Possess a working knowledge of PA PUC regulations and the Company's tariff.
7. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company, including fellow employees.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

Associates Degree in Business Administration, Management or equivalent or, five years of 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 (Spanish) skills preferred.

INFORMATION TECHNOLOGY SKILLS:

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

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, typewriter, computer terminal, bill inserter. (See equipment matrix).

PHYSICAL DEMANDS:

See attached Essential Function and Physical Demands Analysis.

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. Typically works in an office setting