



Career Opportunity

Position Title: Customer Service Representative

Company: Northeast Ohio Natural Gas

Location: Lancaster, OH

Department: Customer Service

Posting Date: 8/16/2022

Apply by: 8/24/2022

PRIMARY FUNCTION

The Customer Service Representative provides telephone and person-to-person contacts with customers regarding requests for gas service, collections and credit policy, billing inquiries, requests for information, and reports of service trouble (i.e. leaks). May also process cash and check payments from customers at the company office. Performs a wide variety of functions to support the Field Operations department. Routes and assigns fieldwork considering customer schedule commitments, urgency, available workforce, and other factors for both the customer and the company. In addition, the Customer Service Representative will perform various duties around the office to assist fellow employees. Duties are to answer a multi-line telephone and assist customer with their gas needs, this also includes using word processing software to compose routine company correspondence. Working hours correspond with a typical office schedule, Monday through Friday from 7:30 a.m. to 4 p.m.

ESSENTIAL DUTIES

- Communicates with customers through all avenues of communication. Receives requests for establishing service, transferring and discontinuing residential and non-residential gas service. Prepares the necessary field orders (manually or by computer) for natural gas establishment and discontinuance, transfer of accounts, meter installation, inspection, and removals, gas leak investigations, and restoration of discontinued service for non-payment. Schedules orders with customers.
- Answers complex credit and billing inquiries, handles inordinate bill investigation, analyzes customers' credit status and quotes account figures.
- Explains rate schedules, customer allowances, company service policies, and customer inquiries in regards to contracts.
- Performs clerical and accounting functions pertaining to customer order, adjustments, corrections, investigations, and data for customer correspondence. Works completed field orders and prepares necessary billing record forms.
- Receives and routes customer and company requested service and construction work in the most economical and time efficient manner.

- Dispatches work in a timely manner to the field.
- Coordinates emergency leak responses.
- Prepares written correspondence to customers when necessary to satisfy customer inquiries.
- An understanding of modern office procedures; business communications; office systems; especially fluency in computer applications and software packages; and record keeping is essential to be considered for hire.
- Establishing priorities in the office is paramount to a productive operation for the company.
- A knack for handling and resolving recurring problems will help facilitate daily office occurrences. Performs duties within company guidelines and established safety procedures.
- Performs general accounts receivable and gas supply functions in support of the Senior Customer Services Representative.
- A typing rate of at least fifty words per minute with minimal errors is necessary for timely completion of most office tasks.

QUALIFICATIONS

- Secretarial administration is desirable.
- Minimum of two years of office and customer service experience.
- Notable public contact skills.
- Prior experience in a multi-task function is desired.
- Must be familiar with or able to learn SAP Computer Software

COMPETENCIES

- Excellent Interpersonal Skills
- Excellent Written and Oral Communication Skills
- High Proficiency with Microsoft Office Suite (Excel, Word, PowerPoint, and Outlook)
- Excellent Typing and Transcribing Skills (At Least 50 wpm)
- Knowledge of Office Organizational Systems (Filing, Recordkeeping, Document Production, etc.)
- Action and Detail Oriented
- Ability to Prioritize While Managing Multiple Tasks

WORKING CONDITIONS

Work is typically performed in a normal office environment with moderate noise level.