

403 East Main
 Cut Bank, MT 59427
 Tele. (406) – 873-5531

Job Description

POSITION	Customer Service Tech	Salary Grade: Professional
DEPARTMENT	Operations	FLSA Status: Non-Exempt
REPORTS TO	Operations Manager - EWM	Full Time/Year Round Position

PRIMARY FUNCTION

Responsible for placing safety as #1 priority in day to day work routine for self and others while performing various tasks as they relate to customer service and limited field work. This position involves customer service functions. It requires the individual to answer phones, assist customers with billing questions, perform various tasks within the billing and meter reading systems, and provide backup for other customer service related tasks as needed. This position may also assist field personnel with various tasks.

Daily Responsibilities

- Communicate with customers through all avenues of communication.
- Handle customer payments, typically by cash, check or credit card.
- Receive requests for establishing service, transferring and discontinuing residential and non-residential gas service.
- Receive and route customer and company requested service and construction work in the most economical and time efficient manner.
- Prepare 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.
- Schedule service orders with customers.
- 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.
- Operate within billing and meter reading software to transfer reads to and from handheld meter reading devices as well as process monthly customer billing as needed.
- Assist with Meter Reader activities such as final/begin reads, shut-offs, and re-reads as well as customer disconnects.
- Perform compliance surveys of company facilities as needed.

Miscellaneous

- Maintain company required Operator Qualifications
- Respond to emergency situations
- Perform other duties as assigned

QUALIFICATIONS

- High school diploma required
- Knowledge with general computer applications and Microsoft Office programs is preferred
- The individual will be expected to have and maintain a valid motor vehicle license with a safe driving record
- Must be legally authorized to work in the United States.
- Must live within 5 miles of Cut Bank service area upon hire

COMPETENCIES

- Understanding of modern office procedures, business communications, office systems; fluency in computer applications and software packages; and record keeping
- Strong and clear communication skills
- Proficient in working alone or in a group setting
- Self-motivated and eagerness to learn different tasks
- Ability to multi-task and manage multiple initiatives at once

WORKING CONDITIONS

PHYSICAL DEMANDS:

This position will work both indoors and outdoors. Normal indoor work environment in an office with customer interactions both in person and on the phone. Reading meters and performing compliance surveys will require frequent walking, bending, and stooping are necessary to gain access to meters and facilities. Some responsibilities will require individual be on and off customer premises where customers and their pets will be encountered.

SAFETY SENSITIVE JOB:

This is a safety-sensitive job and is subject to random drug testing as required by the U.S. Department of Transportation (D.O.T.). Employment is contingent upon passing a physical examination.

This job description is not a contract nor implied to be all-inclusive. As a result duties may change from time to time. This description should be reviewed at least annually to ensure most duties are appropriately stated. The employee's signature acknowledges receipt of this description.