

Customer Service Representative

REPORTING RELATIONSHIPS

Reports to: Manager of Customer Service and Billing

POSITION SUMMARY

As a Customer Service Representative at Southern Rivers Energy, you will be the frontline in providing exceptional service and support to our members. This role is crucial in maintaining the satisfaction of our members through efficient and accurate handling of inquiries, payments, and transactions. The ideal candidate will have a strong commitment to providing excellent customer service, a strong ability to solve problems, and a solid understanding of our policies and services.

RESPONSIBILITIES

- Greet and assist members and visitors courteously and professionally.
- Accurately process cash, checks, and credit card transactions, ensuring a balanced cash drawer and bank deposit.
- Provide timely and accurate responses to inquiries, resolve complaints, and ensure member satisfaction.
- Answer phones, providing clear and informative answers to inquiries about products, services and procedures.
- Engage with members in person and over the phone to explain billing details, offer energy conservation tips, and assist in understanding energy usage.
- Efficiently manage member accounts, including opening, updating, and closing accounts.
- Assist new members with service applications, assess credit risk, collect deposits and fees, and manage new service connections.
- Create and process service requests, including connections, disconnections, and other related requests.
- Promote member programs, mobile applications, and payment options.
- Respond to member inquiries regarding power outages, efficiently and empathetically.
- Apply common sense understanding and reasoning to execute instructions provided in various formats.
- Ensure accuracy and attention to detail while performing multiple tasks, despite frequent interruptions.
- Develop a broad understanding of how different departments function and how they contribute to Southern Rivers Energy's objectives. Use this knowledge to ensure smooth and effective teamwork across all departments.

- Stay current on evolving procedures and technological developments
- Maintain reliable and consistent attendance and punctuality to ensure continuous support and exceptional care for our members.
- Perform other associated duties as required to support the Customer Service team and serve our members.

COMPLIANCE AND KNOWLEDGE

- Adhere to and apply company policies, procedures, by-laws, rules, regulations, and rate schedules.
- Maintain confidentiality and handle sensitive information with tact and diplomacy.
- Adhere to safety rules and regulations set by Southern Rivers Energy and OSHA.

QUALIFICATIONS

- Education: High School Diploma or equivalent
- Experience: 3-5 years previous experience in customer service, with utilities or banking preferred.
- Language Skills: Ability to read, write, and effectively communicate in various formats. Ability to present information clearly to individuals and small groups.
- Computer experience with proficiency in Microsoft Office and Windows and the ability to learn internal software
- Equipment Use: Knowledge of the proper use of all general office equipment.
- Reasoning Ability: Capable of following instructions in written, oral, or diagram form and handling multiple problem variables effectively.
- Must have a valid Georgia driver's license with a verifiable safe driving record
- Must pass a pre-employment physical exam and pre-employment drug screen
- Must pass a background check

Southern Rivers Energy is an equal opportunity provider and employer.