

## **Part-time Customer Service Representative**

The South Hadley Electric Light Department (SHELD), a municipal electric utility company with 8,000 customers and over a century of service to the people of South Hadley, is seeking a qualified Part-time Customer Service Representative for SHELD's electric and Fibersonic gig-speed internet service. The Part-time Customer Service Rep will receive and process payments from customers, and answer customer inquiries dealing with all aspects of their electric and fiber internet accounts as well as department policies and procedures.

### **Customer Service & Sales:**

- Collect revenue, post to accounts, prepare and proof batch reports.
- Tabulate and process daily deposits and prepare daily/weekly/monthly supporting reports.
- Collect customer deposits and prepare daily/weekly/monthly supporting reports.
- File customer receipts and service orders.
- Process new application requests.
- Establish new customer accounts.
- Create service orders for final accounts.
- Answer questions from customers regarding billing, payments and portal access.
- Respond to complaints from customers and research problems.
- Research and prepare special reports for management as requested.
- Maintain customer files with updated information.
- Contact customers regarding autopay issues, declined payments, expiration dates, etc.
- Establish new customer accounts and sell/educate customers on Fibersonic GIG speed internet benefits including the advantages of over the top streaming devices and service using Fibersonic GIG speed internet service.

### **Knowledge, Skills, and Abilities:**

- Experience providing exceptional customer service is required.
- Knowledge of fiber internet services, including streaming solutions.
- Skilled user in MS Office (Word, Excel and Outlook).
- Ability to create and maintain accurate records, reports, and files.
- Effective Team Player with the ability to work independently.
- Must have proven ability to take initiative and solve problems with minimal supervision.
- Ability to communicate in a professional and courteous manner with customers as a public relations representative of the Department.
- Working knowledge of standard operating practices involved in office operation and serving the public.
- Perform arithmetical operations rapidly and accurately.
- Operate office and communications equipment: computer, cash register, telephone system, two-way radio.

**Qualifications:**

- Ability to work 25-30 hours per week Monday-Friday and, if needed, work up to 40 hours per week to cover vacations and trainings.
- Education: High School diploma or equivalent.
- Experience: Two years of continuous clerical and/or customer service experience in an office environment.

This is a part-time, year-round, position with pro-rated benefits. Employee must participate in the Massachusetts Public Employee Pension Plan. Starting pay is \$18.00 – \$20.00 per hour, based on experience and skills. Qualified candidates can apply by submitting a resume to [kmendoza@sheld.org](mailto:kmendoza@sheld.org) , Kim Mendoza at South Hadley Electric Light Department.