

## **Customer Service Representative (CSR)**

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 Customer Service Representative for SHELD's electric service and fiber gig-speed internet service. The Customer Service Rep will receive and process payments from customers and answer customer inquiries dealing with all aspects of their account as well as department policies and procedures. The CSR will also occasionally assist in the billing and collections processes.

### **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 request.
- 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 SHELD's fiber GIG speed internet benefits including the advantages of streaming devices and service.

### **Support Billing Department by occasionally assisting in:**

- Accept and arrange payment plans for accounts.
- Prepare and maintain fuel assistance files.
- Determining and creating budgets for accounts requesting to be on a monthly budget plan.
- Process accounts for upload/download through automated meter reading system.
- Print edit list and review after initial meter readings are downloaded; identify missed and/or incorrect reads and other potential problems.
- Review and resolve reading issues, generate billing information.
- Run calculations and prepare bills for mailing.
- Prepare and process termination notices with follow-up to full termination process.
- Produce collection reports and notify final customers of any outstanding balances with follow-up to reporting to collection agencies.

### **Miscellaneous:**

- Adheres to laws and confidentiality guidelines.
- Prepares miscellaneous reports for daily processing needs.
- Communicates in a professional and courteous manner with customers as a public relations representative of the Department.

- Contacts customers to inform them of temporary outages or answers phones during major outages.
- Assists customers by following department policies and procedures.
- Perform all other ancillary assignments or duties as directed by Customer Service Manager.

**Knowledge, Skills, and Abilities:**

- 4 years of clerical and customer service experience in an office environment.
- Skilled user in MS Office (Word, Excel and Outlook).
- Knowledge of fiber internet services, including streaming solutions.
- Ability to operate computer, cash register system, telephone system, and 2-way radio.
- Ability to create and maintain accurate records, reports, and files.
- Must be an effective Team Player with the ability to work independently.
- Must have proven ability to take initiative and solve problems with minimal supervision.
- Must have above average communication skills, ability to work and deal effectively with employees and the public.
- 1 years' experience in fiber internet sales and/or customer service in a utility strongly preferred but not required.

This is a full-time position with excellent benefits including a Massachusetts Public Employee Pension Plan. Salary range is \$23.00 – \$27.00 per hour. Qualified candidates can apply by submitting a resume to [kmendoza@sheld.org](mailto:kmendoza@sheld.org) , Kim Mendoza at South Hadley Electric Light Department.