

Position Title: Customer Service Representative

Reports To: Customer Service Manager

FLSA Status: Full-Time (Non-Exempt)

Date: February 20, 2024

JOB SUMMARY:

The Customer Service Representative will interact with the company’s customers by addressing inquiries and resolving complaints.

ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties/Responsibilities

- Interact with customers through multiple channels to provide support and information on customer accounts. This includes, but is not limited to, requests for service orders, meter readings, new customer applications, and billing questions.
- Field customer questions and complaints; when the issue is beyond the representative’s knowledge, forwards to the assigned specialist or other appropriate staff.
- Ensure that appropriate actions are taken to resolve customers problems and concerns.
- Maintain customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Verify and update customer’s personal information. This includes, but is not limited to, phone number, email address, mailing address.
- Maintain customer account information for customer satisfaction surveys.
- Monitor daily number of scheduled service orders to ensure orders can be completed when scheduled.
- Create requests for balance or credit transfers by creating monthly reports and verifying validity of information.
- Submit and document refund requests.
- Complete service orders and/or service order billing, as scheduled.
- Complete interdepartmental duties as needed. This includes, but is not limited to, completing and documenting electronic deferred payment agreement requests, survey inspection documentation, and updating warning tag tracking based off PSC requirements.
- Take incoming and make outgoing collection calls. Set up deferred payment agreements with customers and refer to agencies for help when needed.
- Maintain documentation according to the Record Retention Policy.

- Complete continual department training and learning other jobs throughout customer service and billing departments to help as needed.
- Verify phone system has transferred to afterhours call center, as scheduled.
- Work closely with departmental managers to assist other departments throughout the company as needed.
- Assist with Emergency Gas Leak phone calls, as scheduled, and delegate those calls to the on-call technician.

Financial Accountability (With Customer Service Manager)

- Ensure work is completed in a timely and economical fashion.
- Ensure regulatory compliance.

Physical Location and Safety

- Ensure equipment and workspace is maintained in safe and clean conditions.
- Be aware of and comply with contract requirements and customers' needs such as security and safety.
- Ensure safety and health compliance.

Contact with Others and Community

- To represent the Corning Natural Gas Program in community groups and organizations.
- To actively participate in scheduled staff meetings and staff training.
- Ability to work as a team member.
- To attending trainings and professional development activities as appropriate.
- To communicate with staff and welcome input, ensuring positive working relationships.
- All communications are potentially sensitive and are subject to Corning Natural Gas policy on confidentiality.

Additional Functions

- To serve on committees, as appropriate.
- Represent the Corning Natural Gas in a professional manner.
- To meet the requirements per Corning Natural Gas Performance Standards and any/all local, state agency policy and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES:

- The person in this position exhibits conscientiousness, dedication, self-discipline, and a sense of responsibility.
- The person in this position must have the ability to work independently, take initiative, and prioritize multiple assignments with attention to detail and deadlines in a fast-paced environment.
- The person in this position must have the ability to establish effective relationships and work in a team environment to meet team and Corning Natural Gas goals.
- The person in this position must have intermediate computer skills and the ability to learn Corning Natural Gas software programs.
- The person in this position must have a thorough understanding of Corning Natural Gas' processes, procedures, and policies.

- The person in this position must be able to manage time, coordinate, and make decisions proactively and efficiently.
- This position requires the ability to exhibit poise, clarity, and self-control in stressful, ambiguous, or emotionally demanding situations.
- Excellent written and verbal communication skills.
- Demonstrated analytical, problem-solving, and mathematical skills required.
- Demonstrated proficiency with Microsoft Excel spreadsheets, Microsoft Office Suite, or similar software.
- Must possess strong multi-tasking and organizational skills.
- Experience with gas utilities and knowledge of gas operations systems helpful.
- Basic understanding of clerical and administrative procedures.

Required Skills/Abilities

- Excellent communication skills, including active listening.
- Service-oriented and able to resolve customer grievances.
- Proficient computer skills with the ability to learn new software.

Education and Experience

- High school diploma or equivalent.
- Customer service experience required.

WORK ENVIRONMENT:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

POSITION TYPE, ANTICIPATED HOURS, AND SALARY:

This is a full-time position. Days and hours of work are Monday through Friday, 8 a.m. to 4:30 p.m. Hours can vary based on the needs and schedule of the Corning Natural Gas. Salary range is \$20-\$22/hr.

TRAVEL REQUIREMENTS:

0-10% Travel requirements

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Other duties as assigned.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. All employees are employees "at will."

Customer Service Manager

Date

HR Manager

Date

Corning Natural Gas is an Equal Opportunity Employer and does not discriminate based on race, color, sex, religion, national origin, age, disability, wages, or genetic information.

PHYSICAL DEMANDS:

See Attached Physical Demands Form.

WORKING CONDITIONS:

See Attached Work Environment Form

Corning Natural Gas

Physical Requirements Check-Off Form

Check off only the physical abilities that are directly related to the essential functions of the job.

Caution: Make sure you are not setting stricter requirements than for similar workers already employed.

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Physical Activity Required	Amount of time				
	Never	On Occasion	Less than 1/3 (Occasionally)	1/3 to 2/3 (Frequently)	More than 2/3 (Regularly)
Standing		X			
Walking		X			
Sitting					X
Manual dexterity					X
Repetitive finger motion/Typing					X
Lifting or exerting force		X			
Up to 10 pounds		X			
Up to 25 pounds		X			
Up to 50 pounds	X				
Up to 100 pounds	X				
Over 100 pounds	X				
Reaching or stretching		X			
Climbing or balancing	X				
Crouching or stooping	X				
Creeping or crawling	X				
Speaking					X
Hearing					X
Tasting	X				
Smelling	X				
Seeing (with correction)					X
Close vision					X
Distance vision		X			
Color discrimination	X				
Peripheral vision		X			
Depth perception		X			
Focusing ability					X



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Work Environment Check-Off Form

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Physical Activity Required	Amount of time			
	None	Less than 1/3 (Occasionally)	1/3 to 2/3 (Frequently)	More than 2/3 (Regularly)
Outdoor weather conditions	X			
Wet or humid conditions (non-weather)	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Fumes or air-borne particles	X			
Toxic or caustic chemicals	X			
Bloodborne pathogens	X			
Risk of fire or explosion	X			
Risk of electric shock	X			
Prolonged exposure to vibration	X			
Loud noise level	X			

Other factors that are applicable may be added as appropriate.

I accept the position as outlined above and have read and understand the above job description.

Signature

Date

Witness

Date