



POSITION DESCRIPTION

Position Title:	Customer Service Specialist		
Description Number:	3.4.1	Classification:	Administrative Support
Department:	Business Solutions	FLSA Status:	Non-exempt
Date issued/Revised:	March 2023	Employment Status:	Full-time

The following are essential functions of this position and not intended to be all-inclusive. An employee may be directed to perform other reasonably related job duties and responsibilities. LREC reserves the right to revise or change the job duties and responsibilities as the need arises. The position description will be updated accordingly. This position description does not constitute a written or implied contract of employment.

Summary of Position:

Responsible for providing effective customer service for all new and existing members by using excellent, in-depth knowledge of cooperative services and programs as well as communicating effectively with team members.

Leading Self:

1. Communicate Effectively – Express ideas clearly and concisely. Provide information people need to know to do their jobs, and to convey motivation for being a member of the team.
2. Interpersonal Skills – Relate well to all people. Carefully listens to the ideas and suggestions of others. Understands own affect on situations and people. Accurately senses when to give and take when negotiating.
3. Manage Self/Results Oriented – Is action oriented, works hard and uses time and resources effectively and efficiently. Takes initiative and completes projects.
4. Individual Performance and Technical Knowledge – Has the functional and technical knowledge and skills to do the job safely, efficiently, and productively
5. Continuous Learning – Is self-aware of personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve himself/herself
6. Adaptability – Learn quickly when facing new problems. Change approach midstream when something isn't working
7. Customer Focused – Dedicated to meeting the expectations and requirements of internal and external customers
8. Teamwork – Understands and be committed to the goals of the team. Collaborate well with others.
9. Business Focused – Understands LREC's business and the impact of each employee's fair share of work. Uses time and resources to accomplish LREC business objectives.

Job Responsibilities:

1. Respond to customer inquiries by phone, electronically, or in person.
 - a) Effectively manage incoming calls and electronic communications.
 - b) Identify and assess customers' needs to achieve satisfaction.

- c) Provide accurate, valid and complete information by using the right methods/tools/software. Determine the most effective manner for handling customers.
 - d) Keep records of customer interactions, process account information and scan documents.
 - e) Respond to customers' general inquiries regarding services and policies.
 - f) Develop proficiency with using customer information systems as well as other interfacing systems.
 - g) Generate sales and understands the basic knowledge of LREC products and services such as off-peak programs, stand-by generators, solar panels, AutoPay, E-billing, budget billing and other products that may arise.
 - h) Backup front desk and perform duties of Receptionist/Cashier in their absence.
2. Responsible for responding to member requests for information regarding electric energy usage, electric billing rates, energy conservation, energy efficiency rebates, and energy related products and services offered by the cooperative.
- a) Answer phone calls and meet with walk-in customers to satisfy questions and resolve issues in a professional manner.
 - b) Document consultations with members in iVUE contact tracking system. Prepare, write, mail, and electronically file necessary correspondence with members.
3. Overdue Accounts
- a) Assist customers in their efforts to pay overdue accounts.
 - b) Assist in the disconnection and collection procedures on overdue accounts.
 - c) Assist with the Energy Assistance Program.

Reporting Relationships:

Reports to:	Customer Service Supervisor
Supervises:	No one
Directs work of:	No one
Team members:	Accounting, Consumer Accounting and Consumer Credit employees
External relationships:	New and existing members of the Cooperative, general public, social and human service organizations.

Specifications:

Education and Experience:

- High school diploma or equivalent
- 2-3 years of related experience
- Previous sales experience is preferred.

Skills and Abilities:

- Ability to assist customers in a professional, helpful, and courteous manner.
- Excellent verbal and written communication skills.
- Working knowledge of social media sites.
- Problem solving ability.
- Listening skills.
- Computer competency including Office 365.
- Speak, read, and understand English.
- Strong teamwork skills.
- Typing and 10-key skills.

Additional Expectations:

Overtime may be required to complete the duties as directed. Assistance will be expected during major outages.

Physical Demands and Working Conditions:**Summary:**

Work in a climate-controlled office environment with minimal physical exertion. Activities include work on a computer screen and extensive interaction with consumers and the general public via telephone, personal visits, and written communication.

Definition of frequency examples:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Physical Demands Required to Perform Duties:	
Physical Demands	Frequency Examples
Standing	Frequently
Walking	Frequently
Sitting	Frequently
Lifting, Carrying	Not Applicable
Twisting, Pushing, Pulling	Occasionally
Climbing, Balancing	Not Applicable
Kneeling, Crawling	Occasionally
Talking	Frequently
Hearing	Frequently
Communication	Frequently
Visual ability	Frequently
Bending	Not Applicable
Gripping, Grasping	Not Applicable
Other physical demands	Not Applicable
Working Conditions	Frequency Examples
Exposure to outdoor conditions	Not Applicable
Low visibility	Not Applicable
Noise	Not Applicable
Moving parts	Not Applicable
Energized equipment	Not Applicable
High, exposed places	Not Applicable
Radiant energy	Not Applicable
Exposure to chemicals	Not Applicable
Vehicular traffic	Occasionally
LED/LCT screens	Frequently

<i>Physical Demands Required to Perform Duties:</i>	
Slippery conditions	Occasionally
Other environmental conditions	Not Applicable