



Harriman Utility Board

Customer Service Representative

Reports to: Customer Service Manager

Department: Customer Service

Date: May 1, 2025

FLSA Status: Non-Exempt

Approved: General Manager

Pay Status: Hourly

To perform this job successfully, the person in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.

JOB SUMMARY:

Responsible for providing quality and effective customer service to HUB customers.

ESSENTIAL FUNCTIONS:

- Receives and responds to customer inquiries and complaints.
- Processes customer payments for utilities including cash register, credit card payments, and online payments.
- Responsible for handling large amounts of monies daily and being required to balance out cash drawer at end of each day.
- Creates and assigns service orders.
- Contacts customer service field personnel as needed when customer payments are received during cut-off days.
- Operation of radio.
- Processes night drop and mail payments.
- Enrolls, schedules, and processes EFT payments.
- Runs automated late notice phone calls.
- Processes non-pay disconnects and reconnects.
- Creates and schedules electrical permits.
- Dispatches 811 locates, power outages, and trouble calls to the appropriate department.
- Process water leak adjustments.
- Enroll/unenroll customers in HUB billing programs (budget billing, prepay, etc.).

- Sign up customers for HUB services.
- Processes returned checks.
- Communicates with local organizations (MidEast, ETHRA, etc.) to coordinate and manage customer account information.
- Collaborates with various departments within HUB to resolve issues and complete service orders efficiently and effectively.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Time Management: the ability to organize and manage multiple priorities.
- Computer proficiency with Microsoft Word™ and Excel™.
- Maintain a professional, positive attitude with commitment to public service, and in adherence to HUB's mission, vision, and core values.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- May be required to sit or stand for long periods of time without being able to leave the work area.
- Will be required to lift and carry up to 20 pounds.
- Will be required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures, transcribing, viewing a computer screen, extensive reading, and/or operation of general office equipment.

WORKING CONDITIONS:

The working environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Will be required to work indoors.

QUALIFICATIONS:

- High School Diploma or equivalent.
- Good grammar, voice and diction.
- Basic computer and keyboarding skills.
- Excellent customer service skills (friendly, courteous and helpful).

Over the course of employment, specific job duties for employees may be changed, added, or deleted. In an effort to keep these job descriptions updated and to remain compliant with the Americans with Disabilities Act (ADA), employees will be given the

opportunity to review their descriptions each year or at any time they feel it needs to be updated.