



Stowe Electric Department
PO Box 190
435 Moscow Rd
Stowe, VT 05672
802-253-7215
www.StoweElectric.com

Customer Service Representative

Job Description

Position Title: Customer Service Representative

Supervisor: Business & Communications Manager

Status: FLSA Non-Exempt, Collective Bargaining Employee

Hourly Wage: \$31.86

Hours of Work: Monday - Friday 8:00am - 4:00 pm | Summer Hours: Monday - Thursday 7:30 am - 4:30 pm; Friday 8:00 am - 12:00 pm | Hours outside of normal business hours maybe required occasionally.

SUMMARY: Reporting to the Business & Communications Manager, with day-to-day oversight by the Lead CSR, the Customer Service Representative is responsible for providing a high-level of customer service to Stowe Electric ratepayers. The CSR is responsible for answering phones, greeting customers, and handling any questions or concerns pertaining to customer accounts. This is an IBEW Local 300 Union position and as such is subject to language changes in the union contract.

ESSENTIAL DUTIES & RESPONSIBILITIES: This is not an all-inclusive list and is only intended to represent key areas of responsibility.

- Answers phones and addresses customer questions and concerns.
- Accepts customer payments either in person or over the phone.
- Posts cash receipts and ACH payments.
- Prepares daily bank deposits.
- Processes credit card and bank draft auto-pays twice a month.
- Updates Mountain Company Accounts spreadsheets with monthly kWh usage and amounts.
- Orders office supplies, organizes, and maintains supply closets.
- Creates work orders for final and clear meter readings.

- Prepares final and clear bills for owner and tenant accounts and adds corresponding notes to account. Mails and/or e-mails the final bill(s).
- Mails welcome packets to new account holders.
- Answers realtor questions pertaining to accounts; prints and faxes reports as requested.
- File maintenance, as needed.
- Prepares reports as requested.
- Runs and posts finance charges. Prepares DQ1 notices to be sent to customers for past due accounts. Runs DQ2 process 48 hours before the first disconnect day as an additional reminder for past due customers.
- Prepares and submits monthly Disconnect Reporting to Public Service Department.
- Prepares and reconciles Daily AR Balance report.
- Required availability during utility emergency/outage operations.
- Performs other duties as assigned

QUALIFICATIONS: Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Strong customer service skills.
- Basic knowledge of computerized billing systems.
- Ability to multi-task and work under pressure.
- Knowledge of Municipal Electric Utilities practices.
- Knowledge of Public Service Department Rules governing Electric utilities.
- Ability to define problems and draw conclusions.

EDUCATION/EXPERIENCE:

- High School diploma or equivalent.
- 2-5 years of billing/customer service experience.
- Fluent in computer usage, particularly the use of Word and Excel.

SED is an Equal Opportunity Employer.

This confirms that I have read and understand the Customer Service Representative job description and that I further understand this is not an all-inclusive list and is only intended to represent key areas of responsibility.

Employee Signature _____ Date _____

Printed Name _____

Supervisor Signature _____ Date _____