



*Your Hometown Connection*

## **JOB OPENING NIGHT SHIFT CALL CENTER REP.**

### **ESSENTIAL FUNCTIONS:**

- Confer with customers by telephone, fax, or online to provide information about utility services, take requests for electric, water and wastewater services and assist customers requesting disconnects.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints/comments as well as actions taken.
- Refer unresolved customer grievances to designated supervisor.
- Determine charges for services requested and/or arrange for billing.
- Prepare change of address records, or issue service orders using the Orbit system.
- Prepare meter orders.
- Determine accounts subject to disconnection for non-pay and reporting.
- Ability to perform other duties in all customer service areas when needed as directed by supervisor/department manager.
- Dispatch service orders, outage information, turn-ons/off, problems, etc. to on-call staff after normal working hours.
- Other duties as assigned.

### **PERSONAL REQUIREMENTS:**

- Above average customer service skills.
- Ability to complete assigned tasks under stressful situations.
- Ability to take care of the customer's needs while following company procedures.
- Two years of experience in customer service preferred.
- Associates degree preferred.
- Proficiency in Microsoft Word and Excel.
- Ability to work rotating shifts from 7:00 p.m. to 6:00 a.m. including some 12-hour shifts.
- Ability to work holidays and weekends.

**Qualified applicants interested in applying for this position should submit a resume by Friday, October 19, 2018, to:**

**CLEVELAND UTILITIES  
HUMAN RESOURCES  
P.O. BOX 2730**

**CLEVELAND, TN 37320-2730 or email to:  
jrnyon@clevelandutilities.com**