



Position Description

NOTICE OF JOB VACANCY * Tuesday, May 23, 2017 *

There is now an opening for the following position and applications are being accepted.

Current employees wishing to apply for this position must forward a completed Employment Application Form to the Human Resources Department. Any others wishing to apply for this position must apply at their local Employment Security Commission office. Applications must be submitted by the date indicated to be considered.

POSITION: Customer Care Representative

LOCATION: Statesville, NC

APPLY BY: Tuesday, June 6, 2017 at 4:00 pm

A copy of the Job Specifications is attached.

NOTE: All applicants for employment shall be considered and hired on the basis of merit, without regard to race, color, religion, age, sex, national origin, handicap or veteran status. The employment practices of EnergyUnited Propane ensure equal treatment of all employees, without discrimination in rates of pay or other opportunities for advancement because of the employee's race, color, religion, age, sex, national origin, handicap or veteran status. Disabled applicants will be considered and hired, provided the nature of an individual's disability does not prevent him/her from discharging the duties of the position. Reasonable accommodations will be made for an individual's disability, as necessary.

Position Description

Date: June 1, 2017

Position Title: Customer Care Representative

Reports To: Manager of Customer Care

Revision Date:	
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Performance Factors Level:

Performance Factors % Level:

<i>Safety</i>	2	%	<i>Teamwork</i>	5	%	<i>Communication</i>	10	%
<i>Member Focus</i>	25	%	<i>Initiative and Problem Solving</i>	8	%	<i>Accountability/ Stewardship</i>	20	%

Time

<i>Development/Learning Curve:</i>	<i>24 months</i>
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Responsible for:

This position includes providing quality customer service related to member interactions to ensure a consistently high-quality member experience in the support of EnergyUnited strategic goals and initiatives.

Key Accountabilities & Duties:

Broad Scope

Customer Care Representative I

- Providing quality customer care for EnergyUnited member/customers while adhering to EnergyUnited’s service rules and regulations.
- Accepting and processing payments made from customers through the mail, night depository, phone, and office as required
- Completing daily cash sheet, reconciling cash drawer, preparing daily bank deposit as well as balancing credit card payments as required.
- Handling customer service inquiries regarding billing information, service requests, maintenance, outages, etc., as well as making unsupervised decisions concerning pay arrangements and adjustments.
- Demonstrating proper use of Customer Information Systems (CIS)-, email, On-Line credit reporting and other programs as the job requires.
- Communicating efficient use of electricity as well as informing customers of marketing programs available.

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- Supporting the implementation of new and existing programs Promote and support member engagement activities, credit/collection activities, and all product and services sales efforts.
- Demonstrating flexibility toward working outages and extended shifts as well as the flexibility to travel to other offices to work in the EnergyUnited service area as instructed by the CCR Lead, Supervisor, and/or Manager of Customer Care.
- Maintain effective working relationships with employees and customers at all levels with EnergyUnited. Ensure smooth operations, productive communications and effective understanding during all interpersonal contacts.
- Responding to general customer inquiries Maintaining an acceptable login and call answered volume to achieve predetermined goals and objectives.
- Managing administrative processes for all areas, including but not limited to customer letters and faxes, address changes, customer files, returned mail, payment arrangements, and guarantors and mailing new member packets.
- Demonstrating a professional appearance as well as professional behavior towards EnergyUnited employees and members/customers.
- Attending customer care training classes when instructed.
- Maintaining confidentiality of proprietary information. Member information must be handled in accordance with EnergyUnited policies (i.e. SSN, credit card , bank information)
- Providing assistance to other EnergyUnited offices when needed.
- Promoting a team concept within the Customer Care Department.
- Ensure compliance with Safety Manual and all safety related policies. Maintain a safe and orderly work environment and report any incidents, near misses, etc. in a timely manner. Perform all safety observations as required. Proactively seek, identify and mitigate hazards and intervene when appropriate. Ensure incidents, near misses, etc. are reported in a timely manner. Ensure a safe and orderly work environment is maintained.

Specific Focus: Customer Care.

Direct reports: None.

Internal Relationships: Shall maintain internal relationships necessary to achieve purpose of position and desired results.

External Contacts: Shall maintain necessary job related external contacts to assure satisfactory results.

Authority: Has full authority to carry out the above responsibilities as delegated by Manager of Customer Care.

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Position Specifications for:

Customer Care Representative

EDUCATION — Must have an Associate's Degree related to Customer Service or a High School diploma plus 4 years related customer service experience.

EXPERIENCE – Must have a minimum of 4 years customer service background and experience with multi-line telephone, PC programs. Must have customer service experience.

KNOWLEDGE – Must be proficient in PC programs Word, Excel, 10 key, etc. A second language preferred, but not required.

ATTITUDE – Must have a positive, open mind and considerate attitude toward the responsibilities of the position. Must be a self-starter. Must have an attitude of neatness, timeliness, orderliness and accuracy toward the job. Must possess a very conscientious attitude toward record keeping.

PERSONAL CHARACTERISTICS – Must be of high moral integrity, pleasing personality and possess good personal habits. Must be able to retain information of a confidential nature. Must be able to project a good public image. Must be able to function cooperatively with peers as a team member to meet departmental and system objectives.

ABILITIES AND SKILLS – Must have ability to implement work plans, make sound decisions from observations and carry out instructions. Must possess superior mathematical abilities. Must be able to work under pressure and meet deadlines; as well as, work in harmony with many different personality types. Must be able to work with very little supervision and be proactive in responsibilities. Must possess a strong ability to communicate in both verbal and written form. Must have outstanding phone etiquette and excellent communication and listening skills. Must be a team player and have the ability to positively influence customers and be detailed oriented.

WORKING CONDITIONS – Normal working conditions and hours of 8:00 a.m. until 5:00 p.m. Various shifts and/or irregular working hours may be required. Must be available for work during adverse weather conditions.



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WORK REQUIREMENTS – All employees who are subject to “on-call” duty must make their domicile within twenty statute road miles from their respective assigned district, regional or headquarters office, with the exception of those “on-call” employees who have been approved with remote capabilities must make their domicile within one of the nineteen counties served by the Cooperative. Regular and predictable attendances are essential functions of this position.

SAFETY - Performs all assignments safely assuring compliance with all Safety related rules, regulations and policies.

EXEMPT STATUS – This position is non-exempt as defined by the Fair Labor Standards Act as amended.

NON-DISCRIMINATION - EnergyUnited Electric Membership Corporation is an Equal Opportunity Employer. This position shall be filled on the basis of qualification and ability to perform the essential functions of the job and without regard to race, religion, color, sex, age, national origin, disability, veteran status or any other basis prohibited by law.