



Position Description

Date: July 30, 2015

Position Title: Customer Care Representative

Reports To: Manager of Customer Care

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| Revision Date: | July 30, 2015, May 2016 |
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Performance Factors Level:

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| <i>Safety</i> | <i>2</i> | <i>Innovation</i> | <i>2</i> | <i>Quality Focus</i> | <i>2</i> |
| <i>Customer Focus</i> | <i>2</i> | <i>Communication</i> | <i>2</i> | <i>Leadership</i> | <i>2</i> |
| <i>Teamwork</i> | <i>2</i> | <i>Initiative</i> | <i>2</i> | | |

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| | Time |
| <i>Development/Learning Curve:</i> | 24 months |

Responsible for:

This position includes providing quality customer service to electric and all products and services as it relates to EnergyUnited.

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.
- Completing daily cash sheet, reconciling cash drawer, preparing daily bank deposit as well as balancing credit card payments.
- 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 System-Cayenta (CIS), RCC, 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 while assisting with the development of metrics that aid in measuring customer satisfaction as well as employee performance.
- 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 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 by phone. 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.
- 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.
- 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.

Customer Care Representative II

- Providing support when necessary to the front counter customer support team.
- Responding to all customer inquiries by phone, e-mail, or via web chat. Maintaining an acceptable login and call answered volume to achieve predetermined goals and objectives.
- Providing high-quality customer service by responding to all members' needs including but not limited to general and billing inquiries, or requests related to high-bill complaints, delinquent accounts, adjustments, revenue recovery situations, EnergyAdvantage prepaid program, security lights, capital credit, energy efficiency, returned checks, service and outage restoration. Customer service activities would include the management of their accounts as well as processing requests using established procedures.

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- Managing administrative processes for all areas, including but not limited to customer letters and faxes, address changes, customer files, returned mail, payment arrangements, adjustments, guarantors, capital credits.
- Explaining company rates, demand rates, policies, procedures, back billings, EnergyUnited's products and services, service installation and construction procedures to members.
- Communicating efficient use of electricity as well as informing members/customers of marketing programs available.
- Supporting the implementation of new and existing programs while assisting with the development of metrics that aid in measuring customer satisfaction as well as employee performance.
- Demonstrating proper use of Customer Information System-Cayenta (CIS), RCC, email, On-Line credit reporting and other programs as the job requires.
- Good understanding Advanced Metering Infrastructure (AMI), MeterSense, Stakeout, OMS functionality to handle billing inquiries; identify potential voltage problems; process move-in/move-out requests; perform remote disconnection for delinquent accounts; and provide essential information to assist members in managing their electric usage and costs.
- Providing a high-level of customer service for Propane inquiries and emergency services calls. Having a good understanding of the RCC system to handle after-hour inquiries.
- Notifying Manager, Customer Care of potential problems.

Requirements

- Preferred minimum of 9 months as a Customer Care Representative I
- Pass proficiency test in answering all customer service inquiries
- Must meet all call quality and phone performance metrics
- Must meet or exceed defined expectation for outage response
- Ability to handle the following call types: Service requests, general billing inquiries, outage reporting, delinquent accounts

Customer Care Representative III

- Proficient at handling all new service requests for electric, propane and other products and services.
- Promoting services that support a lower cost of doing business.
- Handling customer service activities for builders and developers, apartment complexes, and commercial and industrial accounts.
- Expert in providing energy efficiency information and advice to the member.
- Resolve and/or recommend resolution to complex billing or customer service inquiries requiring extensive research.

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- Detailed understanding of all EnergyUnited product offerings, including but not limited to scheduling of product installations, handling product complaints, and liaison responsibilities.
- Providing support in reviewing and coordinating all cut-off activities for active members ensuring that life support and commercial and industrial notifications are in followed.
- Demonstrating leadership qualities, suggesting and recommending improvements that would benefit EnergyUnited and its customer care department.
- Providing guidance and facilitating resolution of escalated calls; and/or responding to and providing successful resolution to all customer escalated calls. Customer referrals to the next level of leadership should only be after all available alternatives have been exhausted.

Requirements

- Preferred minimum of 24 months as a Customer Care Representative
- Pass proficiency test in handling complex customer situations
- Must meet all call quality and phone performance metrics

Specific Focus

- Ensuring the on-going activities of the Customer Care Department are carried out with the highest level of customer service.

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.

Date Approved

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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 3-4 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.

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 or national origin.