



<b>Job Title</b>	<b>Customer Service Representative</b>
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### **Job Purpose**

The Customer Service Representative performs a variety of duties including monitoring the front desk and handling any customer issues and concerns.

### **Job Duties and Responsibilities**

- Provide in-person support to customers at the front counter.
- Respond to customer inquiries about their accounts.
- Assist with completion of work orders for closing accounts including generating turn-offs for non-payment and generating closing bills.
- Set up service orders for customers regarding rereading meter due to error on bills or high reads on account.
- Process customer payments at the counter and over the phone utilizing various payment methods (e.g., credit card, check).
- Answer questions and resolve customer billing inquiries.
- Sign up customers for new service.
- Disconnect service if customer moves.
- Perform other related duties as required.

### **Qualifications**

#### **MINIMUM QUALIFICATIONS**

- 2 years' experience in a customer service representative or similar role handling cashiering and/or handling customer calls.

#### **PREFERRED QUALIFICATIONS**

- 2 years' experience in a customer service representative or similar role handling cashiering and/or handling customer calls for a utility company.

**SEND RESUME/REQUEST APPLICATION TO [HR@hvud.com](mailto:HR@hvud.com).**