



Page Utility Enterprises

electric and water services for the people . . . by the people



640 Haul Rd., * P.O. Box 1955 * Page, Arizona 86040
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CUSTOMER SERVICE REPRESENTATIVE / WATER UTILITIES SPECIALIST

Page Utility Enterprises (PUE) is seeking qualified applicants for the position of Customer Service Representative / Water Utilities Specialist. This position is in a high performance, customer-focused team environment. The successful candidate will be responsible for a number of key customer-oriented tasks and will also be responsible for maintaining the records of the water, sewer & garbage customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Process monies received in the form of credit card payments, checks and cash from customers by entering details into the computer. Post and update transactions, balance cash drawer daily and prepare bank deposits.

Set up new customer utility accounts, schedule service call outs and disconnect requests. Help customers with preparing payment arrangements.

Set up new accounts by coordinating dates of service, verifying application information and collecting supporting documentation.

Answer phones and provide counter assistance by answering questions and providing information, researching billings, adjusting billings or other data, taking payments, processing the information and printing receipts, entering required data into the computer.

Participate in completing the Utility water, sewer & garbage billing process; upload meter reads; verify and process exceptions for accuracy; download meter reads from the network; dispatch Utility workers for delinquent account turn-offs and field investigations and repairs.

Compilation and entry of meter reading information into billing system.

Create work orders and dispatch Utility worker to the field for inspection and repairs; alert water meter reader of high and low reads; follow up with the customers; enter notes into billing software.

Responsible for following safety and security policies and procedures.

May be asked to perform jobs that are not normally part of this job description but are within the scope of the qualifications detailed below.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) High School graduate. College degree preferred.
- (B) A minimum of five (5) years of accounting experience involving computer record keeping and evidence of training and experience in office procedures, cash management and cashier operations.
- (C) Experience in utility services & fiscal record keeping.

Any equivalent combination of training and experience is acceptable.

Necessary Knowledge, Skills and Abilities:

- (A) Must be able to deal courteously with customers and the public.
- (B) Must be able to make arithmetic computations and tabulations rapidly and accurately, including correctly counting change.
- (C) Excellent proficiency in mathematics, oral and written command of English.
- (D) Must be able to multi-task with numerous and frequent interruptions.
- (E) Ability to establish and maintain effective working relationships with co-workers.
- (F) Must be able to follow standard office environment safety requirements.
- (G) Proficiency with Excel spreadsheets essential.
- (H) Proficient in word processing.

REQUIRED CERTIFICATIONS\LICENSES:

Must be at least 18 years of age, a citizen of the United States, and possess a valid Arizona Driver's License with a satisfactory driving record.

TOOLS AND EQUIPMENT USED

Personal computer including word processing, specific utility software (Caselle), database, spreadsheets; copy machine; postage machine; fax machine; ten key.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, talk and hear. The employee is required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

SELECTION GUIDELINES

Formal application; rating of education and experience; oral interview and reference check; job related tests may be required; and successful completion of pre-employment drug screening.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Please submit resume & application to PUE General Manager, Box 1955, 640 Haul Rd., Page, AZ 86040-1955. Position is open until filled. PUE is an EOE & drug free workplace.