



Job Description

Job Title: Customer Support Representative
Department: Customer Support
Reports to: Customer Support Supervisor/Manager
FLSA Status: Non-Exempt

7:30 am – 4:30 pm, Monday – Friday

8:00 am – 5:00 pm, Monday – Friday

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Summary:

Provide support to Customers, Branch Managers, Service Managers, Service Technicians, and Sales Representatives.

Essential Duties and Responsibilities:

- Answer calls coming into the Customer Service Queue and the Sales, MGR, Tech Queue; assisting whomever with their need and/or reason for calling in a polite, timely, courtesy manner.
- Answer departmental cell phones and assist/advise technicians/Service Managers
- Enter service calls into the operating system as needed.
- Enter supply orders and send to appropriate person and/or department.
- Call customers to collect meters and/or verify meters that have been submitted.
- Enter meter readings received into the department.
- Enter Service Reports sent into the department from Technicians/ Service Manager.
- Fill out and submit the following forms as needed:
 - Change of Address form
 - New Customer form
 - Express Parts form
 - Credit Card Transaction Information Sheet
- Quote labor rates based off customer locations; quote supply prices.
- Other duties as assigned and/or needed by Supervisor/Manager

Qualifications:

High school diploma or GED; Customer Service experience (minimum one year); proper telephone etiquette; multi-task oriented. Clerical skills to include: typing speed of 35 wpm, working knowledge of Microsoft Word, Excel, and Outlook. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.