

THE YORK WATER COMPANY
Job Description

JOB TITLE: Field Customer Service Representative

EXEMPT: No

DIVISION: G & A

DEPARTMENT: Customer Service

LOCATION: Main Office and other company
facilities as necessary

REPORTS TO: Vice President-Customer Service

PREPARED BY: Human Resources

DATE: November 2023

APPROVED BY: COO

DATE: November 2023

SUMMARY: Support the organization's customer-focused mission by interacting with customers; residential, commercial, and industrial, addressing inquiries, processing payments, resolving complaints, reading meters, conducting service terminations and restorations, and answering customer questions with respect to their water/wastewater service accounts. Interactions occur both in the office and in field operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide prompt and courteous service to all customers by processing customer inquiries, complaints, and requests within the scope of the Company's tariff, policies, procedures, and regulations of the Pennsylvania Public Utility Commission (PA PUC).
2. Communicate with customers via email, telephone, online, or in-person concerning payment, service terminations for non-payment, billing dispute resolution, orders for new service, turn off/on discontinuance, or change in service.
3. Receive and make contact with customers regarding their water/wastewater account(s) including but not limited to processing requests for service and termination/transfer of service, answering questions, referring to customer assistance programs, processing payments, making payment arrangements on delinquent accounts, review usage and payment history, update customer data, and all other general utility service questions that may arise.
4. Prepare, maintain, and process documents necessary for new service, transfer of ownership, turn off/on, complaints, etc.
5. Maintain customer accounts and records of customer interactions with details of inquiries, complaints, and/or comments.

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6. Prepare payment agreements and pursue collection activity for delinquent customers in accordance with PA PUC regulations and Company policies and procedures.
7. Prepare and/or review termination orders for varied situations in accordance with PA PUC regulations and Company policies and procedures.
8. Prepare customer correspondence as necessary and assigned by management.
7. Possess a working knowledge of PA PUC regulations and the Company's tariff.
8. Field customer questions and complaints; when the issue is beyond the representative's knowledge, forward to the appropriate specialist or other appropriate staff.
9. Investigate customer complaints and violations of the Company's tariff.
10. Post termination notices, perform terminations and restorations for delinquent accounts when needed according to PA PUC regulations.
11. Possess a working knowledge of service territory roadways and be able to locate specific locations on a road map.
12. Read meters when needed.
13. Collaborate and coordinate with other functional areas to ensure prompt, courteous, and appropriate resolution of inquiries and/or complaints.
14. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company, including fellow employees.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- High school diploma or equivalent and at least two years of inbound/outbound call center, customer service, or related business experience.

OTHER SKILLS AND ABILITIES:

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- Excellent communication skills, both written and verbal
- Active listening skills.
- Strong comprehension and problem-solving skills.
- Strong time management skills.
- Proficient use of standard office equipment.
- Proficient in Microsoft Suite products and ERP systems and the ability to learn new software.
- Bilingual (Spanish) skills preferred but not required.
- GPS navigation ability.

PHYSICAL REQUIREMENTS:

- The employee must regularly be able to work under stress and work additional hours as necessary.
- Required to sit for extended periods of time.
- Required to sit, stand, and walk; occasionally required to stoop, kneel, crouch, and ascend and descend stairs.
- Required to drive a company vehicle and enter and exit the vehicle regularly.
- Required to reach with hands and arms.
- Regularly lift/move between 25 lbs. and 50 lbs., and occasionally lift up to 75 lbs.
- Required to talk, hear, and see. Vision requirements for this position include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to differentiate between colors.
- Ability to wear telephone headset/earpiece.
- Ability to twist with force, bend, stoop, kneel, crouch, and crawl.
- Dexterity is mandatory as this job requires frequent use of hands and fingers, including keystrokes on computer keyboard and calculator.
- Ability to travel between company facilities and roadways.
- Ability to wear personal protective equipment (PPE) including gloves, hard hats, safety glasses, and other PPE as required.

LICENSE and/or CERTIFICATIONS:

- Possess a valid Pennsylvania driver's license.

WORK ENVIRONMENT:

- The position works in an office environment and in the field.
- When in the office, seated at a desk for extended periods of time.
- When in the field, driving and working out of a company vehicle.
- Frequent and ongoing interaction with customers and other employees.
- The noise level in the work environment is usually moderate.

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THIS IS A SAFETY-SENSITIVE POSITION AND WOULD REQUIRE COMPLIANCE WITH ALL APPLICABLE SAFETY GUIDELINES AND REGULATIONS.