

JOB DESCRIPTION

Department: Customer Assistance

Date: Jan 2014

Job Title: Customer Assistance Clerk

Shift: Days

Employment Status: Full Time – Hourly

Regular Hours/Week: 40 hours
Some overtime may be required

Required Drivers License: N/A

General Statement of Duties: An employee (he/she) in this classification shall perform general office work as related to the billing, receipting, bookkeeping, customer call processing, direct customer interactions, various computer systems and other office work as required.

Supervision Received: Work is performed under the general supervision of the Customer Assistance Supervisor.

Essential Job Functions: An employee in this job title may be called upon to perform any or all clerical and/or customer assistance tasks pertaining to the following:

- Provide excellent customer service via phone and/or direct customer contact
- Balance reports and maintain statistical controls
- Assemble data and prepare detailed records and reports
- Relay information on a two way radio system
- Operate calculation devices, phone, cash register, postage machine, copy machine or other general office equipment
- Follow up on delinquent accounts by mail or direct contact
- Receive and/or record fees or other funds collected by mail or over the counter
- Record keeping for completed work orders
- The employee will be responsible for compiling reports, assist in preparing and completing all work orders; and perform associated file/account maintenance
- Assign work orders to EL, WA, CA Service Technicians
- Prepare work orders and other documents such as installation and service orders by using a computer terminal
- These tasks do not represent all of the work an employee of this classification may be required to perform and there may be other tasks as assigned

Required Knowledge, Skill and Abilities: An employee in this classification must have:

- Proven computer software and accounting/bookkeeping system experience
- Excellent listening skills combined with the ability to interact confidently with customers and co-workers to establish what the problem is and explain the solution
- Ability to work well in a team environment
- Outstanding problem solving skills
- Customer oriented focus
- Ability to prioritize assigned workload
- Super attention to detail and excellent organizational skills
- Knowledge of Microsoft Word & Microsoft Excel

Minimum Qualifications: To be considered a potential candidate for this position, an employee should have the equivalent of the following training and experience: Graduate from an accredited high school and have any other educational development and basic knowledge of duties associated with the classification.

Equipment Used: The employee in this classification shall be required to learn to use and properly operate computer applications, calculation devices, typewriter, telephone switchboard, two way radio, cash register, copy machine and general office equipment.

Safety Precautions: The employee must be able to comply with all applicable MIOSHA/OSHA & WMS safety policies and procedures associated with the industry.

Physical Demands of the Position: The successful candidate must be able to: Maintain a positive attitude, and communicate and work safely and effectively in a team environment. Work indoors and under varying temperature conditions, be mentally alert, have good initiative and judgment and have good speaking ability. The employee shall be able to meet physical demands requiring 25 pounds lifting, 25 pounds carrying, and 50 pounds pulling. Be able to stand 30% of the time, walk 10% of the time and sit 60% of the time. Be able to perform stooping, kneeling, crouching, reaching & handling. Be able to speak, hear & see.

APPROVED BY: _____
General Manager

