

Job Description



JOB TITLE: Customer Service Field Representative

DEPARTMENT: Customer Service

RESPONSIBLE TO: Customer Service Supervisor

JOB CONTENT:

This position involves managing meter orders, including setting up, removing, and transferring meters. The employee delivers disconnect notices to customers for delinquent payments and may discontinue services for non-payment, restoring them once bills are settled.

Key responsibilities include accurately recording meter registrations, completing reports, and requesting inspections for damaged or tampered meters. The employee reports any irregular conditions regarding electric or water services and operates vehicles safely to perform job duties.

Additionally, the role includes general clerical tasks and assisting customers with inquiries or directing them to the appropriate department. A positive image of the Board and a caring attitude toward customers are essential. The position requires pre-employment drug screening, random testing, and adherence to the Board's drug-free workplace policy.

DUTIES AND RESPONSIBILITIES:

1. Turns electric and water meters on and off according to orders, or as directed.
2. Makes collection calls and leaves notices.
3. Checks for irregularities such as broken meter seals on meters, possible meter tampering, and makes neat and legible reports of such findings.
4. Performs meter reading functions as needed.
5. Reports unsafe conditions and meters that need to be removed or inspected, and where applicable orders clean and reads on water meters.
6. Performs special field checks on requests from other departments such as pole numbers, outdoor lights, etc.
7. Performs special meter readings from orders issued for reread due to locked buildings, missed readings, high and low readings, etc.
8. Communicates effectively with the Board's customers, answering questions as required.
9. Uses rubber gloves and other personal protective equipment when needed.
10. Maintains assigned equipment in a clean, usable, and safe condition at all times.
11. Maintains a well-groomed professional appearance and conducts himself/herself in a courteous manner.
12. Performs other tasks and duties as directed.

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SUPERVISORY RESPONSIBILITY:

None.

EDUCATION AND TRAINING:

Must have high school diploma or GED. Must have the ability to receive and carry out both oral and written instructions safely and efficiently. Must be able to read, write and perform simple mathematical calculations. Must be able to read electric and water meters and properly record findings. Must have and maintain a valid Tennessee Driver's License.

RESPONSIBILITY:

Responsible for working with confidential data and discretion to disburse information only to proper persons. Responsible for Board monies and proper accounting of such. High degree of responsibility for performing work in such a manner as to assure personal safety and safety of others in the work area. Mistakes or errors in work performed could result in damages to equipment, endanger the health and safety of people and result in added costs to the Board, poor public relations, and possible litigation for the Board. High degree of public relations responsibility in dealing with the Board's customers. Responsible for operating designated Board vehicles on public roads in accordance with all applicable safety rules and regulations.

INTERNAL AND EXTERNAL CONTACTS:

Daily contact with other employees both on a departmental and individual basis. Regular contact with employees and supervisors in the department on a group and individual basis. Occasional contact with employees and supervisors in other departments. Daily contact with the public.

PHYSICAL DEMANDS OF JOB:

Must have the physical stamina to work outside during all seasons of the year. Requires above normal mental and visual alertness almost constantly. Requires the ability to bend, stoop, lift water meter lids, and get into/out of a vehicle many times a day.

WORKING CONDITIONS:

The position primarily involves working outdoors, which includes walking or operating a Board vehicle across a range of weather conditions. It is important to note that this role may occasionally involve interactions with dogs and challenging encounters with dissatisfied customers. Works day or evening shifts as required. Some work is performed on or near energized conductors or equipment.