



103 ST. PHILIP STREET, CHAS SC 29403
 JOB ANNOUNCEMENT NO: **18-078**
 DATE: September 4, 2018

Position Title: Customer Service Representative		Location: St. Philip Street (Downtown)	Status: Established Position, Full-time
Salary Range: \$32,884.80 (\$15.81/hr.) – 49,316.80 (\$23.71/hr.)	Grade: 105	Department: Customer Service	Hours: 8:00 am – 5:00 pm

APPLICATIONS ACCEPTED THROUGH FRIDAY, SEPTEMBER 21, 2018.
WE ARE AN EQUAL OPPORTUNITY EMPLOYER.

Position Summary:

Performs daily customer interaction (inputs records of transactions, research, calculates and explains account information, etc.) by phone and/or in person and fundamental duties of his/her assigned areas. The areas of Customer Service operations are Branch Office, Call Center, and Accounts Administration.

Essential Functions:

- Responsible for performing essential functions as assigned in the three areas of the customer service operations: Branch Office, Call Center, and Accounts Administration.
- Provide timely and accurate information to customers on the phone and in person.
- Process customer work orders/ changes according to established department policies and procedures.
- Handle irate customers in a professional manner.
- Responsible for providing daily interaction with customers by phone and/or in person to provide direct customer services.
- Responsible for compiling and inputting accurate records of customer transactions to their account.
- Responsible for providing research information on billing and account information to regarding customer account.
- Responsible for providing accurate information on policies, rates, fees, procedures, and other customer requested information.
- Responsible for interacting with appropriate staff to assure proper disposition of customer service requests.
- May be required to work during emergency conditions.
- Regular attendance is required.
- Job performance must conform to all CWS policies and procedures.
- Specific knowledge of CWS Environmental Management System Policy and Procedures.

Additional Duties

- May represent Customer Services in interdepartmental meetings, on committees, on project teams, and in related professional conferences or workshops.
- May be assigned responsibility over independent projects.
- Work closely with the Credit Coordinator to resolve disputed credit claims.
- To cross train in additional customer services functional areas as assigned.
- To substitute and perform the duties of a supervisor of a CS work group as assigned by management.
- Performs other related duties assigned.

Physical Requirements, Activities, and Working Conditions

- Occasionally positions self to exert up to 20 lbs. of force to lift and transport objects. Objects greater than 50 lbs. require a two-person operation.

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- Ability to effectively use personal computers with printer; typewriter; telephone; calculator; copy machine; fax machine; two way radio; drive through apparatus; microfiche with reader and printer; and assigned software.
- Ability to express or exchange ideas by means of written and oral communications with customers and staff.
- Ability to identify, reach and handle documents as required to perform the essential job functions and to maintain an accurate record keeping system.
- Ability to perform tasks during extended periods while seated or standing.
- Constant communication via telephone in a call center environment. (Contact Center Only)

Education and/or Experience

- Associate degree in business and one (1) year related experience in business or a combination of education and experience in business/customer service to equal four (4) years. High school diploma or GED preferred.
- Able to function independently in a multi-task environment, as well as a part of a team.
- The individual speaks clearly and persuasively in positive and negative situations.
- Ability to identify and resolve problems in a timely manner and gathers and analyzes information skillfully.
- Comfortable communicating with all levels of management.
- Possess advanced mathematical and analytical skills.
- Problem analysis and problem resolution.
- Excellent computer skills on the personal computer and related software applications.
- Must be able to work a rotational schedule at all customer service locations.
- Must have a clear, audible voice capable of being projected over telephone and radio.
- Prior work record indicating dependability and conscientiousness.

Licenses, Certifications, Registrations

- This position does not require special designations.

Training Needs:

- OSHA and Departmental safety training as required.
- Skills Based Training.
- Standard Operating Instruction (SOI) per department requirements.
- ISO 14001 standards for department and company.
- See Department Competency and Training Matrix for this position.

Potential Career Path:

ELIGIBILITY FOR PROMOTION TO VARIOUS POSITIONS THROUGHOUT THE COMMISSION DEPENDS UPON INDIVIDUAL QUALIFICATIONS, AND NOTED JOB PROGRESSIONS ARE NO GUARANTEE OF CAREER PATH TO THESE OR ANY OTHER JOB(S) AT THE COMMISSION.

- Call Center Coordinator
- Branch Coordinator

Computer Skills: Intermediate

To perform this job successfully, an individual should have a working knowledge of Microsoft Windows, Outlook, Excel and Word or similar software.

Decision-making Authority: Routine (Non-Exempt)

Follows routine procedures and makes minor decisions within prescribed guidelines. Refers non-routine issues to management.

Mathematical Skills: Intermediate

Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to calculate figures such as discounts, interest, area, circumference and percentages with or without a calculator.

Reasoning Ability: Intermediate

Ability to apply common sense understanding to carry out general written or oral instructions where only limited standardization exists. Ability to interpret a variety of general instructions furnished in written, oral, diagram or schedule form.

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Supervisory Responsibilities: None

This job has no supervisory responsibilities.

Language Skills: Intermediate

Ability to comprehend general instructions. Ability to read and understand safety manuals, operating and maintenance instructions and procedure manuals. Ability to write routine reports and business correspondence. Ability to effectively present information in small group situations with coworkers and the general public. Ability to respond to common inquiries or complaints from the general public.

Safety Sensitive Position: No

Environmental Sensitive Position: No

NOTE: THE COMMISSION RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE CWS DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL." THE AFOREMENTIONED JOB REQUIREMENTS MAY BE CHANGED BY THE COMMISSION TO COMPLY WITH APPLICABLE FEDERAL OR STATE LAW.