



Columbia Power & Water Systems

Job Description

Job Title: Call Center Representative

Effective Date:

Department: Customer Service

Reports To: Vice President of Customer Service

Classification: Non-exempt

Job Purpose: To assist customers with various inquiries regarding bills, services, and policies.

Duties/Responsibilities:

- Answer general customer inquiries regarding CPWS bills, services, and policies
- Process customer payments over the phone and issue receipts
- Coordinate CPWS efforts to resolve customer complaints
- Assist customers with new service applications
- Troubleshoot and resolve any service-related problem(s)
- Promote the sale of Broadband services
- Enter service requests in Customer Information System software
- Enter information into necessary computer systems accurately and in the correct format
- Ability to work assigned shift rotations
- Other duties as assigned

Required Skills/Abilities:

- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
- Ability to read and write
- Ability to work with the general public
- Ability to perform repetitive tasks
- Ability to use mathematical skills to be able to add, subtract, multiply, and divide all units of measure

- Ability to read, understand, and follow instructions and job-related material
- Ability to work inside

Physical Requirements:

- Ability to occasionally lift 0 – 20 pounds
- Ability to lift and/or carry objects weighing 0 – 10 pounds for 2 hours a day
- Ability to sit for 2 hours at a time
- Ability to talk, see, hear, reach, handle, and feel

Education, Experience, and Qualifications:

- High School Diploma or equivalent required
- Previous customer service experience preferred

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.