

DISPATCHER/CUSTOMER SERVICE REPRESENTATIVE

Function: Service Department

DESCRIPTION OF WORK:

Under general supervision, answers service calls and refers same to the appropriate entity for dispatch and problem resolution. Works with servicemen to schedule work at customer locations. Works with customers to connect or disconnect services. Process and dispatch customer service locates.

EXAMPLES OF WORK:

Essential Functions

Answers service calls – dispatches service call information to servicemen as needed; enters service orders (for dispatch and completion) in computer; schedules appointments for servicemen to meet customers; process locate tickets as required and dispatch to proper locators; writes work tickets for servicemen; waits on customers visiting the office; maintains appropriate office files. Organize and schedule meter change out programs.

Non-essential Functions

Maintain monthly and annual statistics for meter changes and customer service locates. Make new accounts for miscellaneous cash billing; update employee emergency information; maintain utility scrap book; edit and produce monthly employee newsletter. Knowledge of and ability to communicate with the Hispanic community. Performs related work as required and other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of basic mathematics and office procedures; skill in using general office machines including computers, adding machine or calculator, and use of photocopying equipment; ability to utilize required knowledge in the accomplishment of assigned tasks; organize work and perform arithmetic computations; file documents according to prescribed office procedures; work in a harmonious manner with the public and others.

TRAINING AND EXPERIENCE:

Any combination of training and experience, which will provide the incumbent with the necessary knowledge, skills and abilities to perform the assigned work.

WORKING CONDITIONS:

Normal workweek is 40 hours; however, additional work may be required during storms and utility outages.

REQUIRED TESTING:

Applicant must submit to drug testing prior to employment, and all testing, thereafter, as required according to the Nebraska City Utilities' Substance Abuse/Drug Free Workplace Policy. All testing will be approved by the Nebraska City Utilities and administered by an approved contracted firm of the Nebraska City Utilities.

Applicant shall have or be able to obtain CPR certification and AED training.

Applicant will be required to comply with residency requirements.