



**January 25, 2019**

**JOB POSTING**

**POSITION OF: CUSTOMER SERVICE REP**

**POSITION DESCRIPTION ATTACHED**

**FULL TIME**

WEEKLY PAY RANGE: \$998.78 TO \$1,142.74  
PAY COMMENSURATE WITH QUALIFICATIONS AND EXPERIENCE

To apply please contact Mark Dugan, Manager Finance  
and Customer Accounts for an application at (781)  
631-5600 and return completed application together  
with your resume to:

MARBLEHEAD MUNICIPAL LIGHT DEPARTMENT  
Attn: Mark J. Dugan, Manager Finance  
P. O. Box 369  
Marblehead, MA 01945  
OR  
E-MAIL TO [mdugan@mhdld.com](mailto:mdugan@mhdld.com)

**Deadline to receive application and resume is  
February 8, 2019.**

**Marblehead Municipal Light Department  
Position Description**

**Position Title: Customer Service Representative**

**Reports To: Manager Finance and Customer Service**

**GENERAL SUMMARY:**

Under general supervision of the Manager Finance and Customer Service, performs full range of customer service and customer accounting functions for electric customers.

**ESSENTIAL JOB FUNCTIONS:**

- Responds by telephone, in writing and in person to a variety of customer inquiries, requests, and complaints and effectively resolves customer needs.
- Utilizes computer to input customer account data necessary for billing. Process monthly cycle billing. Identify final customer bills, prepare and compute appropriate totals. Calculate and process special bills for new and changed accounts. Update customer account data as necessary.
- Perform related bookkeeping functions to maintain office records and journals.
- Review management report and input readings, send service orders and make adjustments in case of over-reads.
- Processes applications for new electric customers collecting required information to establish records. Assign numbers for new customer accounts.
- Conducts account research as necessary and refer unresolved matters to supervisor.
- Maintains a variety of correspondence files related to customer service matters.

**OTHER DUTIES AND RESPONSIBILITIES**

- Review accounts receivable at end of month and complete required forms. Keep deposit records up to date on a monthly basis.

- Type bills and related correspondence as necessary.
- Receive payments and perform other cashier functions when required.
- Determines the need for service calls and refers to appropriate personnel.
- Assists other departments with various projects, including mailings, etc.
- May design, set up, type, process and mail a variety of templates, forms or reports as requested by supervisor or other department manager.
- Maintain and update tax codes on customer accounts.
- May drop mail at Post Office each night.
- Performs collector functions as required.
- Performs other related duties as assigned.

**PREPARATION. KNOWLEDGE. SKILLS & ABILITIES:**

- Duties require knowledge of customer service, accounting, and computer operations equivalent to one to two years of college and one to three years of related customer service experience.
- Working knowledge of computer office applications (Word, Excel)
- Ability to perform detailed work accurately and efficiently within deadlines.
- Ability to multi task and prioritize tasks in order to deal effectively with multiple customers simultaneously.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to interact effectively and tactfully with a wide variety of individuals, including customers and other department personnel.
- Ability to understand, interpret and explain department procedures to customers.
- Knowledge of computerized billing applications with experience in utility billing environment desired.

**SUPERVISORY RESPONSIBILITY:**

None.

**WORKING CONDITIONS/PHYSICAL DEMANDS:**

- Normal office environment, not subject to extremes in temperature, noise, etc.
- Frequent interruptions to assist customers in person and on the telephone.
- May spend extended periods of time at the computer terminal, at desk, or on the telephone and operating other office equipment requiring eye-hand coordination and finger dexterity.
- Occasional lifting, standing, bending and carrying of files, documents and records.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

**◆External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**