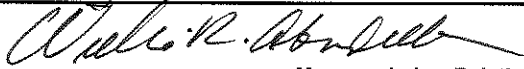




"B" Group Position Description

	Date August 24, 2011
Title Customer Service Representative I	Group Customer Service
Basic Function Perform specified customer service functions. Access customer records and correct data, initiate service order requests, reconcile billing information, respond to internal and external customers, perform credit activities, maintain the work flow for the area and assist other customer service personnel in responding to customer requests.	Grade 6
Approval  Manager Labor Relations	

Reports To: Customer Service Supervision

Supervises: No one.

Specific Duties and Responsibilities:

1. Under general direction, provide information and respond to inquiries from customers and other employees regarding service requests, rates, basic high-bill inquiries, credit processes, energy conservation, customer programs, billing information and Company policy.
2. Relieve other customer service personnel and/or be responsible for a specialized area of customer service.
3. Perform cashiering tasks as required, process mail returns, account changes or corrections, and respond to miscellaneous customer inquiries. Update customer information. Compile reports and perform other office and clerical tasks as required. Process customer correspondence.
4. Initiate service orders or follow-up requests and make credit arrangements.
5. Operate computers, telephone systems, calculators and related equipment.
6. Perform similar and incidental duties as required.

NOTE: See Addendum(s) for specific duties and responsibilities pertaining to each department within the Customer Service Group.

Education:

Minimum education and training including a high school diploma or GED; successful completion of six to ten (6-10) credits of business school or college studies in accounting, communications skills, drafting or social sciences transferable to a 4-year institution or its equivalent in experience and/or education as determined by Human Resources.

Business courses: drafting/engineering, social sciences, psychology, communication, computer sciences, business math, business administration, business law, statistics, business communications, project management, sociology and economics.

Successful completion of courses in basic PC, electricity and natural gas is desired.

Experience:

Two years customer service skills preferably in a call center environment.

Must be able to type a minimum of 35 words per minute.

Must have strong verbal and written communication skills.

Supervision:

The position is not responsible for supervising or leading other persons. Coordination with other areas is often necessary to respond to customer requests.

**External/Internal
Contacts:**

The position has constant communications with internal and external customers to gather and provide and to coordinate customer service activities.

**Job Conditions and
Physical Efforts:**

The duties and responsibilities are performed in an office environment. The position generally involves continuous sitting, occasional standing and walking, light lifting, frequent bending, reaching, keyboard and telephone operation.

The environment conditions generally include ambient inside temperature, lighting and noise levels.

**Equal Employment
Opportunity**

PSE is an Equal Employment Opportunity employer. It complies with all applicable federal, state and local employment laws.

Addendums for Specialized Area Customer Service Representative I

The purpose of the addendum is to provide the employee an overview of duties expected to perform in the following departments:

Customer Access Center

1. See CSR 1 job description.

Corporate Billing

1. Charge Problem Work Queue
2. Unassigned Energy Usage, supporting UEU phone line and field personnel & process Customer Information Forms
3. Meter exchanges
4. Process AMR issues
5. Meter Reader Logs
6. Billing Master Meters
7. Correcting bad modules & bad reads and sending the letters, details and bills
8. Combine statements
9. Process meter read cards
10. Enter stats daily into the Access database.

Corporate Credit

1. Process refunds
2. Process bankruptcies and probate filings
3. Refund checks follow-up (mail return)(positive pay)
4. Unclaimed property
5. Commercial urgent mail return
6. Collection agency correspondence
7. Returned checks
8. Pledge Desk (Energy Assistance) duties

Payment Processing

1. Assist in the entering of the AFT forms and other functions that pertain to AFT.
2. Key and balance Cashier's check's from storefront offices.
3. Investigate and handle payment reallocations from the CAC
4. Process wire transfers
5. Payment processing work queues
6. Research, adjust and correct misapplied pay station payments
7. Generate/process bills for our Lockbox customers
8. Assist in the Sarbanes-Oxley quarterly testing processes
9. Mail return process
10. 10-key by touch (approximately 10,000 keystrokes per hour desired)
11. FTP processes

Customer Construction Services

1. Review and update related logs/reports
2. Review, investigate and complete MDL Tasks and sales contracts/documents through SAP & CLX.
3. Knowledge of Schedule 85, Rule 7, Rate Schedules and Tariffs.
4. Knowledge of GSA's, FIA's and Electric Agreement Requests.
5. Process construction related service orders and load meters

Meter Network Services

1. Post Payments
2. Balance cashiers batch
3. Prepare deposits to go to the bank
4. Completion of Service Orders
5. Process Petty cash
6. Time entry
7. Completion of Field Rep work orders
8. Work queues
9. Checking and completing the five day window (disconnect orders)
10. Pull data from CLX for various reports.
11. Enter Stats into Service Order data base.

Store Fronts

1. Payment center cashiering
2. Open and close storefront office ; doors, alarms and safes
3. Balance cash drawer and process bank deposits