

JOB DESCRIPTION

Job Title:	CSR/Billing Apprentice	Department:	Administration
Reports To:	Office Manager & Finance Manager	Exemption Status:	Non-exempt
Work Status:	Full-time	Latest Revision Date:	July 2024

JOB SUMMARY

The Customer Service Representative/Billing Apprentice is responsible for performing standard customer service duties and assist customers with requests via email, phone call, or in person. The position will assist with maintaining customer information and BPW's databases, processing final bills for customers, and entering new meter data into the database.

ESSENTIAL FUNCTIONS

The duties and responsibilities of this position include, but are not necessarily limited to:

Customer Service Responsibilities:

- Professionally answer phone calls, redirect calls to the appropriate individuals, and take detailed messages as necessary.
- Address customer inquiries and concerns with professionalism and courtesy, providing high-quality service.
- Work collaboratively with colleagues across departments to improve processes and enhance overall service delivery.
- Perform clerical duties such as typing, filing, and completing forms to support office operations.
- Operate standard office equipment, including copiers, scanners, and personal computers, ensuring efficient day-to-day functioning of the office.

Billing Responsibilities

- Process final billing for Settlements.
- Maintain appropriate files and records pertaining to Billing and retrieves records management code from publication book for State of Delaware.
- Maintain and update customer information within BPW databases.
- Enter meter readings and data into BPW's database.
- Serve as backup to the Accounts Receivable Specialist.
- Abide by all Safety rules and Incident Investigations outlined in the BPW Safety Procedures and/or the safety procedures outlined in the Individual Departmental Manual.
- Participate in a cross-training of various roles and responsibilities to support a collaborative and flexible work environment.

Supervisory Responsibilities:

- None

REQUIRED SKILLS & ABILITIES

- Strong communication and interpersonal skills, with the ability to maintain professional relationships with customers and colleagues.
- High level of organizational skills and attention to detail, with a focus on accuracy and timely completion of tasks.
- Proficient in Microsoft Office Suite.
- Exceptional organizational skills and attention to detail.
- Excellent verbal and written communication skills.
- Basic knowledge of operation of office equipment.
- Must maintain the confidentiality of all clients' information.
- Ability to pass a complete background investigation; drug screening will be mandatory.

EDUCATION & EXPERIENCE

- High school diploma or equivalent required.
- Customer service experience preferred.
- Accounting experience/knowledge a plus.
- Ability to complete NIMS 100, 701, 702, 703, and 704 training within a year of start date.
- Ability to gain certification in the APPA Public Power Customer Service Program within 3 years of start date.

WORK ENVIRONMENT

Throughout a typical workday, the CSR/Billing Apprentice will spend the majority of their time in a climate-controlled, office-environment.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk.
- Working on a computer for extended periods (which may contribute to digital eyestrain).
- Must be able to lift up to 15 pounds at times.