



## Maquoketa Municipal Electric Utility Job Description

Job Title: Customer Service Representative/Administrative Assistant  
Department: Administration  
Reports To: General Manager  
Classification: Non-exempt (Hourly)  
Shift: Monday – Friday Varying hours between 7:30 and 4:30

### JOB SUMMARY

Greet and provide excellent customer service to all customers and other visitors of MMEU in person and over the phone. Assist customers with various activities related to new and existing utility accounts. Perform various business office tasks related to customer billing, collections, and account information. Maintain website and assist with basic advertising. Provide backup support to billing, payroll, and personnel system.

### DUTIES & RESPONSIBILITIES

- Assist customers in person, over the phone, and via email with various activities such as starting, stopping, and transferring of utility services for residential and commercial accounts, and answer billing questions.
- Provide customer service to residential and commercial customers by explaining utility services, rates, and rules of the Utility.
- Process customer payments via mail, in person, and online and posting of cash receipts utilizing utility software. Balance cash and prepare bank deposits.
- Set up and maintain payment arrangements with customers.
- Responsible for collection, notification and subsequent disconnection of delinquent utility accounts.
- Work closely with various agencies in obtaining heat assistance funds for low-income customers.
- Basic clerical work including, but not limited to, typing, filing, organizing, record keeping, basic mathematics and accounting techniques.
- Prepare service orders for work to be completed by the field staff.
- Maintain an updated website and coordinate any advertising needs.
- Assist with billing, payroll and other personnel matters when needed.
- Perform other duties as assigned.

## KNOWLEDGE SKILLS & ABILITIES

- Graduation from an accredited high school or equivalent.
- Experience with business practices and secretarial procedures beneficial.
- Extremely strong customer service skills required.
- Clear verbal communication skills and ability to give and follow written and oral instructions
- Ability to make mathematical computations rapidly and accurately.
- Ability to operate computer, including email, word processing, spreadsheets, and data bases.
- Ability to operate office machines including copy machine, telephone system, folder/insert mail machine, postage machine, etc.
- Ability to work effectively under pressure and with frequent interruptions and maintain a strong sense of professionalism while addressing upset customers.
- Must have a valid Iowa Driver's license

## WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- Normal work is performed in a controlled office environment with occasional noise, but may include meeting and or training at other locations in or out of state for several hours to several days.
- Regularly required to talk and hear; frequently required to sit, stand, walk, and bend at the knee and waist.
- Must be able to have repetitive wrist, hand and/or finger movements, and have finger dexterity and hand-eye coordination.
- Must be able to reach and hold on to items at chest level or reach above the shoulder.
- Must be able to lift, push, carry, and pull objects weighing up to 25 pounds.
- May require driving.
- Regular attendance is necessary and essential.