

## **CUSTOMER SERVICE REPRESENTATIVE JOB POSTING**

**CUSTOMER SERVICE REPRESENTATIVE** - Lewisburg Electric System is now taking applications for a full-time Customer Service Representative (CSR).

**SCOPE OF POSITION:** The Customer Service Representative (CSR) provides all levels of customer assistance at the front counter, as well as handles a high volume of calls and emails with the highest degree of courtesy and professionalism in order to resolve customer issues, which include customer questions, complaints, and inquiries. The CSR handles business transactions in connection with the activation of new customer accounts on a computer terminal. The CSR communicates with customers using web-based tools and demonstrates proficiency in typing and grammar. The CSR will make financial decisions to protect/collect revenues and adjust customer accounts.

### **MINIMUM QUALIFICATIONS**

- Preferably 1- 2 years of experience in Customer Service involving problem solving and ability to react quickly and professionally ensuring customer satisfaction.
- High School Diploma or Equivalency; some college preferred
- Advanced multi-tasking, problem solving, organizational skills, and time management
- Must have strong active listening skills, including phone contact handling skills
- Ability to interact with customers on a personable level
- Customer oriented with a positive attitude and productive, professional, and courteous manner throughout the day
- Superior telephone etiquette
- Ability to accomplish tasks in the most timely and efficient manner
- Strong written/verbal communication and interpersonal skills
- Intermediate or advanced computer skills, including use of Word, Excel, and web browsers (e.g., Google Chrome, Internet Explorer).

A complete job description is available upon request. LES is an Equal Opportunity Employer and offers an exceptional compensation and benefits package. Pay will be based on experience. Applications are available at the LES office, 599 W. Ellington Parkway, Lewisburg, TN 37091. Applications and resumes may be sent to: LES, PO Box 2727, Lewisburg, TN 37091. Please submit applications by 10/15/2021.