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# CENTRAL ELECTRIC COOPERATIVE, INC.

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## JOB POSTING

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### New Job Opening Announcement

- Date:** April 29, 2019
- Position:** Customer Service Representative
- Department:** Customer Service
- Starting Date:** Immediate
- Salary:** Commensurate with experience and abilities
- Requirements:** Provide customer service, from our Bend office, to members including phones, outage response, personal contact, credit assistance, high bill complaints, name changes, and payments.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Pleasant and professional appearance and manner
- Willingness to work with customers and help resolve concerns and issues.
- Answer questions with tact and accurate information
- Heavy inbound call volume and moderate outbound
- Consistent ability to provide accurate information to customers
- Cash handling, balancing, accounting, general computer and MS Office skills
- Positive and professional phone etiquette
- Ability to protect and preserve customer's data and personal information
- Ability to navigate IVUE, accounts, intranet and internet
- High School diploma or GED required with skills in MS/basic computing
- Answer and respond to member queries and requests for information
- Other customer service duties as assigned

#### QUALIFICATIONS:

- Minimum qualifications: High School diploma; fully competent in customer service, CIS, MS Office, Electronic Filing systems and payment processing
- Excellent written and verbal communications skills: Must have the ability to professionally communicate with internal and external customers
- Close attention to detail
- Ability to work across departments and maintain strong working relationships

**Contact:** Questions or interest: Please submit completed application and resume through the CEC.coop website

**Deadline:** Close of business – May 10, 2019