



## Customer Service Representative

**Typical start time:**

- 7:00 am

**Typical end time:**

- 5:00 pm

**Setting:**

- Call Center

**Salary:**

- Competitive

**Qualifications:**

- Strong ability to work independently
- Ability to manage multiple priorities in a deadline driven environment
- Detail-oriented -- quality and precision-focused
- Answer incoming calls from members, contractors, and the public courteously and professionally.
- Record excavation data correctly and accurately as given by the caller for underground notification.
- Know and understand all aspects of verbal notification procedures.
- Know and understand the computer operations and functions relating to ticket entry.
- Handle calls that involve damage to a utility as well as a second (2nd) request.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Ensure customer satisfaction and provide professional customer support.
- Taking on other tasks or projects as needed to support the contact center operations

**Work Remotely:**

- No (Call Center Location)