



CUSTOMER SERVICE REPRESENTATIVE

Job Summary

Utility Pipeline Ltd., a natural gas distribution management company, is seeking a Customer Service Representative for our Kinsman, OH office. This motivated individual will provide customers with information about their gas accounts and resolve issues by offering solutions, explanations, and options. This individual must be dependable, extremely accurate in their work, and have the ability to multitask. This is a full time position with benefits.

General Responsibilities

- Provides customers' information about Natural Gas and its services, take or enters orders, cancels accounts, or obtains details of complaints
- Ensures full customer satisfaction and maintains a friendly, helpful demeanor
- Identifies and prioritizes problems and issues related to service area
- Maintains close contact with customer to give updates on progress toward resolution of issue or service request
- Ensures that appropriate changes were made to resolve customers' problems
- Refers unresolved customer issues to designated departments for further investigation
- Processes applications, releases, cancellations, adjustments, changes, requests, fees, invoices and other related paperwork
- Keeps records of customer interactions, recording details of inquiries, complaints, or comments
- Works closely with field technicians and customer service team
- Processes customers gas payments through the banking system
- Batches, totals, and scans checks that are mailed to office
- Uses Google Earth to assist potential new customers
- Issues paperwork approval and acceptance for utility assistance

*The company reserves the right to add or change duties at any time.

Job Qualifications

- Education: High school diploma or equivalent
- Experience: 1-2 years of related experience

Skills

- Excellent verbal and written communication
- Detail oriented
- Team player
- Critical thinking
- Active listening
- Data entry and paperwork
- Microsoft Office (Word, Excel, Outlook)

For more information or to apply through our website, check out <https://www.utilitypipelineltd.com/careers>.