

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Customer Service Representative

Entire Company

Customer Accounting Dept.

A. Duties:

Under general supervision, perform all types of commercial office work.

Perform duties such as:

1. Receive and process customers' applications for service, inquiries, complaints, rates, budget agreements, energy audits, and governmental assistance programs.
2. Establish, process and review extension of credit agreements with customers; calculate and charge deposits as required.
3. Prepare and enter transactions to originate the billing of an account or to make corrections to the account; process, unload and send meter reading data and related reports according to prescribed procedures.
4. Compute bills as required for actual usage or unmetered service.
5. Process and review special billings such as industrial bills, municipal bills, street light order; prepare reports as required such as billing history for rate change review, meter constant data and special conditions.
6. Prepare adjustments and transactions as required from the review of error memo listings and carry around reports; originate manual estimates when necessary and enter to prescribed accounting records.
7. Review prescribed customer refund checks; issue required forms for refund authorizations.
8. Receive and make change of monies, issue proper receipts in connection with payment of customer obligation; process and collect NSF checks and township vouchers and payments.

9. Maintain general change and petty cash fund.
10. Daily consolidate receipts issued in payment of customer obligations, account for monies received, prepare and make bank deposits and the related cash reports.
11. Answer customer inquiries regarding appliances; make sales of minor merchandise and job work items.
12. Issue required forms for job work order adjustments, refinancing conditional sales contracts and issue orders for merchandise accounts on repossessions, damaged merchandise, etc.,; complete salesmen's commissions and bonus payments report.
13. Prepare detail for claims and vouchers to governmental agencies, maintain card file accounting for sales orders, job orders, etc.; maintain tax exempt account file.
14. Originate letters replying to customers' correspondence or providing information related to customers' accounts.
15. Review accounts eligible for write off.; process bankruptcies according to prescribed procedures.
16. Maintain the up-dating of delinquent notices, compile and type the shut-off non-payment list; close out accounts that have been shut-off for non-payment.
17. Operate a call direction telephone system.
18. Perform miscellaneous clerical functions of a Utility Clerk variety such as typing and filing, opening and distributing mail, issuing duplicate bills; distribute and update files such as Account Information Registers.
19. Receive and relay messages.
20. Maintain neat and orderly records and files.
21. Perform duties in accordance with the Company's procedures, practices, and safety rules.
22. Report irregularities and abnormal conditions.

23. Direct the work of one or two employees assigned to assist.
24. Assist in the training of other employees.
25. Perform similar or less skilled work in this classification or, when the diversity of work load requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High school education or the equivalent.
2. Shall successfully complete the eight (8) levels of Advancement in the Customer Accounting Advancement Program in thirty-six (36) months.
 - A. Satisfactorily complete Customer Accounts Clerk on-the-job training check-off guides.
 - B. Receive a passing grade in all Customer Accounts Clerk training courses provided by the Company.
3. Have ability to operate a typewriter, computer equipment terminals, adding machine, calculator, microfiche and ordinary reproduction equipment.
4. Have the ability to acquire a thorough working knowledge of rates, billing codes, utility service classifications and the Company's credit and collection policies.
5. Be neat, of pleasing personality and appearance, and with no unpleasant habits.
6. Have a pleasing telephone voice and the ability to deal with the customers in an intelligent, tactful and courteous manner.

Approved by the Company and the Union
July 15, 1986

Job No. 2222