

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description
Entire Company

New Business Department
New Business Agent

A. Responsibilities:

Under general supervision, analyze and facilitate commercial customer, builder, and developer projects using most current processes and procedures.

B. Duties:

- 1 . Under general supervision, provide data for business case analysis and prepare and maintain contracts and all associated documentation.
- 2 Handle customer inquiries, contracts and records.
- 3 Create and maintain new business cases, project sites and subsites.
- 4 Initiate customer refunds and request deposits as necessary. Verify customer payments and schedule orders.
- 5 Establish and maintain new customer information. When necessary, update any missing information, legal business classification, federal tax I.D., contact person(s), references and phone numbers.
- 6 Work associated reports and note accounts.
- 7 Coordinate activities with field representatives, as required.
- 8 Suggest and promote new products/services for the benefit of builders/developers.
- 9 Maintain neat and orderly records and files, both hard and electronic copies.
- 10 Operate a call direction telephone system (Avaya).
- 11 Perform duties in accordance with the Company's most current procedures, practices, safety rules, and established departmental expectations.
- 12 Assist in the training of other employees.
- 13 Receive and relay messages.
- 14 Perform similar or less skilled work in this classification, or when the diversity of workload requires, perform similar or less skilled work in equal or lower classifications within the department.

C. Qualifications

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

- 1 Must have been a qualified Customer Service Representative (minimum of 12 months in the classification).
- 2 Successful bidder will be chosen first by seniority from those currently working in the New Business department. Second for consideration will be those qualified CSR's who have worked in the New Business Department for a minimum period of six (6) months, and have not worked outside of the Department for more than two years. Last consideration will be from those who currently work in a classification in labor grade 13 and above, and whose classification requires them to be a qualified CSR.
- 3 Ability to work well in a group.
- 4 Possess and maintain professional communication skills, on the phone or in person, with external and internal customers. To interact in a courteous, concise, and professional manner, both verbally and in writing.
- 5 Ability to become proficient in GIS, Maximo, collaborative project management tools, Microsoft Excel /Access and all subsequent software programs related to current processes and procedures.