

NORTHERN INDIANA PUBLIC SERVICE COMPANY**Job Description****Senior Customer Service Representative****Entire Company****Customer Accounting Dept.**A. Duties:

Under general supervision, perform and assist in the coordination of all types of commercial office work. As directed, the duties of this classification may require work assignments throughout the District and include specialized training at Company authorized training facilities.

Perform duties such as:

1. Assist in the coordination of work in designated commercial offices.
2. Assist in the coordination of the on-the-job training of employees in the Customer Accounting Advancement Program by the review of both the employees' training and the check-off guides.
3. As directed, participate in the training of employees required for implementing new programs and the updating of existing programs relative to the Customer Accounts Clerk classification in their designated District.
4. Perform the duties regularly assigned to the Customer Accounts Clerk.
5. Receive and relay messages.
6. Maintain neat and orderly records and files.
7. Perform duties in accordance with the Company's procedures, practices, and safety rules.
8. Report irregularities and abnormal conditions.
9. Direct the work of one or two employees assigned to assist.
10. Assist in the training of other employees.
11. 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. Two years experience as a Customer Accounts Clerk (F) or the equivalent.
2. Shall satisfactorily complete the Senior Customer Accounts Clerk Training and Certification Program.
3. Have ability to operate an automobile and possess a valid motor vehicle operator's license.
4. Be able to perform, instruct, direct and advise others in the performance of all types of Customer Accounts Clerk work.

ADDENDUM:

It is understood by the Company and the Bargaining Unit that this position shall not encompass supervisory duties, but shall be an integral part of the Customer Accounting Advancement Program.

It is recognized that a Senior Customer Accounts Clerk will be assigned to assist a complement of approximately fifteen (15) employees. This figure will be adjusted downward for the number of sub-offices she is assigned to serve and upward for the number of Customer Accounts Clerks (F) within her assigned area.

Approved by the Company and the Union
March 20, 1984
Revised: June 1, 2004

Job No. 2400