

**NORTHERN INDIANA PUBLIC SERVICE COMPANY**

**Job Description**

**Commercial Accounts Service Rep.**

A. Essential Functions:

1. Via telephone and/or other technologies, contact commercial and small industrial customers to promote sales and services.
2. Assume responsibility for coordinating sales and services, as required, which may include follow-up activities and customer satisfaction.

B. Major Duties:

1. Perform the following for assigned account groups:
  1. Generate and follow up sales leads utilizing assigned methods.
  2. Handle contract and account maintenance activities for assigned accounts, as required.
  3. Coordinate activities with marketing and sales field representatives, as required.
  4. Collect market research information.
  5. Handle customer inquires.
  6. Prepare and maintain records and reports.
  7. Communicate in a clear, concise and professional manner.
  8. Upon finding or being informed of emergency or unusual conditions, take prompt, prescribed and appropriate action, as needed.
  9. 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.
10. Perform other responsibilities, as required or assigned.

C. Environment Exposures:

1. Normal office environment exposures.
2. May be required to report to other locations.

D. Requirement:

1. High level of interpersonal skills to be able to communicate with customers in an effective, professional way, both verbally and in writing.
2. Ability to read and understand written information provided by customer.
3. Completion of required training programs.
4. Ability to add, subtract, multiply and divide.
5. Complete an interview that will determine the successful candidates.
6. Valid driver's license.

Approved by the Company and the Union  
March 13, 1996

Job. No.2499