

BLUE STAKES OF UTAH UTILITY NOTIFICATION CENTER, INC.

JOB DESCRIPTION

TITLE: CUSTOMER SERVICE REPRESENTATIVE I
REPORTS TO: VICE PRESIDENT – CONTACT CENTER & GIS OPERATIONS or
MEMBER & WEB SERVICES COORDINATOR
FLSA STATUS: NON-EXEMPT
WAGE RANGE: \$11.37 - \$17.51
DATE PREPARED: DECEMBER 1, 2013

Summary Description

Customer Service Representative receives, processes, and follows through on customer inquiries regarding underground utility locate requests under general supervision from Team Leader or Member & WEB Services Coordinator. Position also trouble shoots, analyzes and remedies routine customer problems or issues. This position requires sitting at a desk in a cubicle and using a headset while talking and typing for the majority of the work day.

Job Duties/Responsibilities

Contact Center

- Processes incoming telephone Locate Requests.
- Educates customers about Blue Stakes role as the communication link between excavators, locators, and member utilities.
- Performs various functions associated with Locate Requests including Remote Ticket Entry (RTE) audits.
- Promotes web utilization.
- Maintains acceptable home office environment if assigned to work from home.
- Works assigned shift during business operating hours (7 a.m. – 5 p.m. Monday – Friday except recognized holidays).
- Performs other responsibilities as assigned.

Member & WEB Services Department

- Processes Internet Ticket Entry (ITE) and Quick Ticket Entry (QTE) locate requests.
- Documents customer clarification on call backs, re-suspended, and voided ITE and QTE related requests.
- Directs emergency and meet locate requests to the Contact Center.
- Performs Member Services responsibilities as needed including; processing Member Services inquiries, staffing Administrative Assistant's desk, performing voice delivery, processing non-excavation requests, and performing research requests.
- Educates customers about Blue Stakes role as the communication link between excavators, locators, and member utilities.
- Promotes web utilization.
- Maintains acceptable home office environment if assigned to work from home.
- Works assigned shift during business operating hours (8 a.m. – 4:30 p.m. Monday – Friday except recognized holidays).
- Performs other responsibilities as assigned.

Qualifications

Education/Experience:

- High School equivalency.

Skill/Knowledge:

- Ability to type 35 WPM.
- Ability to use basic office machinery such as telephones, copiers, fax machine, and computers.
- Ability to interact effectively with others: peers, superiors, and customers in person and on the telephone.
- Ability to analyze problems, and to recommend changes to resolve problems.
- Knowledge of Blue Stakes Operations, including knowledge of geography in Utah and "Damage to Underground Utility Facilities Act".
- Ability to perform functions associated with operating systems and software programs including: Norfield Ticket Entry Operating System, Microsoft applications (Outlook, Word, Excel, Power Point & Access), and QuickBooks is helpful.
- Ability to read, search, and understand locations and positioning in a mapping application.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Management reserves the right to assign or reassign duties and responsibilities of this position at any time.