



Background

Before digging in Utah, state law requires that an excavator (contractor, homeowner, etc.) have the dig site area checked for underground utility lines. Instead of contacting each utility company individually to ask if they have underground lines at the dig site, the excavator can contact Blue Stakes of Utah 811 (Blue Stakes), which is a membership association of over 600 utility companies in Utah that operates a contact center to act as a communication link between the excavator and the utility companies.

Blue Stakes captures information from the excavator about who is digging, for what purpose, the location of the dig site, and specific marking instructions. That information is compiled by Blue Stakes into a "locate request" document commonly known as a "ticket." Blue Stakes sends the ticket to the utility companies that have underground lines in the dig site area; each utility company is then responsible to mark their own lines at the dig site using colored paint and/or flags.

Some utility companies send their own in-house personnel to mark their lines, but other utility owners hire "contract locating" companies to mark their lines for them. For example, Rocky Mountain Power and Comcast hire a company called USIC to mark their lines. One technician from USIC could mark two different utility lines at one property, which leads to a common misperception in the field, which is that Blue Stakes marks the lines; when, in reality, Blue Stakes has no field personnel. Blue Stakes is more like "dispatch" for the utility companies.

Blue Stakes is a non-profit organization that is funded by the utility companies in Utah. The service to get utility lines marked is provided to excavators at no cost to them; funding our contact center and marking the utility lines in the field is all paid for by the utility companies. Our two directives are to process the locate request tickets and to provide damage prevention education. Excavators can create locate requests by calling 811 or via our web site www.bluestakes.org. The goal is safety—damaging utility lines can result in property damage, service interruptions, personal injury or even death.



Customer Service Representative position

Customer Service Representative (CSR) is the most important position within the Blue Stakes organization. The CSR's role is to answer incoming calls and/or process online ticket requests from excavators and create locate request tickets. In some ways, every call/online request is the same because the same basic information must be captured on every ticket: excavator contact info, excavation description, dig site location, and specific marking instructions; but in other ways every call/online request is different because of the wide variety of excavation activities and dig site locations.

There will be some easy locate requests from homeowners installing sprinkler systems and fences. But there will also be very complex locate requests from professional contractors doing such varied activities as roadway reconstruction, installing utility lines, soil sampling and drilling to extract oil & natural gas.

Some locations will be at a single address, others will be for a stretch along a road, canal, or railroad tracks, and others will be in very rural areas that can only be identified with latitude/longitude coordinates.

When no address exists at the dig site, the excavator may provide driving directions, which at times are of the "over the river and through the woods" variety. For each ticket, the CSR will use Blue Stakes' computer mapping system (similar to Google Maps but with better data) to locate the dig site and then draw a shape on the map outlining the exact area to be checked for utility lines.

On each locate request, the CSR is responsible to capture all of the needed information and create easy-to-understand directions that the utility company personnel can follow to get to the dig site location and then check the specific area for utility lines. The marking instructions on the ticket become legally binding—the excavator must dig only in that location and the utility companies must mark their lines in that location within the specified timeframe. If an underground line is damaged, the ticket document will provide guidance in determining liability. ***Thus, the CSR must have great attention to detail and focus on every locate request, understanding that an error on the ticket will very likely result in damage occurring in the field.***

A qualified candidate for the CSR position will be able to:

- Type at least 40 WPM without needing to look at the keyboard while typing.
- Be familiar with computers in general, including Microsoft Office software like Outlook, Word & Excel.
- Know how to read maps, be comfortable and confident in following directions, understanding how addresses count, etc.
- Be able to think spatially – be able to visualize in your mind a dig site location, including its length & width.
- Be comfortable talking on the phone all day (some people love this, others can't stand it).



- Insurance – Full time employees are eligible for health and dental insurance; Blue Stakes pays 80% of the premium, employee pays 20%. Plans for individual, family, etc. Part time employees are not eligible for insurance benefits.
- IRA retirement fund – You can contribute pre-tax earnings to a SIMPLE IRA fund; Blue Stakes will match your contribution up to 3%.
- Tuition reimbursement – for classes related to construction, engineering, geography, planning, communications, etc.

Working from home

- A CSR will be assigned to work from home, upon approval from the Director of Contact Center Operations. The home environment must meet our guidelines outlined in the Blue Stakes of Utah 811 Work At Home Policy and Agreement.
- Blue Stakes will provide a computer, chair (optional), and internet connection upon successfully completing a probationary period as a temporary employee.
- CSR may need to come into the office if unable to work from home (power outage, internet down, etc.).

Probationary Period – Approximately 90 days

Blue Stakes outsources its applicant screening and hiring to Elwood Staffing. New hires will be Elwood employees for approximately 90 days, which is a probationary period to determine if the new hire is a good fit for the CSR position. Assuming the new-hire CSR is doing well, he/she will be hired as a regular Blue Stakes employee around 90 days if performance is excellent.

NOTE: Benefits, including insurance, PTO accrual and tuition reimbursement do NOT take effect until the new CSR is hired as a regular employee. Employees are normally eligible for IRA benefits starting the second year of employment. (Paid holidays are paid during the 90-day probationary period.)

Interested applicants should apply to Elwood Staffing and anticipate taking applicant screening tests for typing, map reading/comprehension and drug use.

Elwood Staffing

Draper branch office

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JOB DESCRIPTION

TITLE:	CUSTOMER SERVICE REPRESENTATIVE I
REPORTS TO:	DIRECTOR OF CONTACT CENTER OPERATIONS
FLSA STATUS:	NON-EXEMPT
WAGE RANGE:	\$15.50 – \$20.40
DATE PREPARED:	OCTOBER 1, 2020

Summary Description

Customer Service Representative receives, processes, and follows through on customer inquiries regarding underground utility locate requests under the direct supervision of the Director of Contact Center Operations and general guidance from the Team Lead. Position also troubleshoots, analyzes and remedies routine customer problems, questions or issues.

Essential Job Duties/Responsibilities

- Processes incoming telephone and online locate inquiries accurately and efficiently to produce a valid locate request ticket.
- Performs various functions associated with locate requests, including but not limited to updates, 2nd notices, retransmissions, cancels and verification audits.
- Documents online locate inquiries and/or requests regarding customer clarification on call backs, re-suspended, and voided requests.
- Provides non-excavation (plan & design) information, as needed or assigned.
- Performs basic research requests, as needed or assigned.
- Processes special project locate requests, as assigned.
- Educates customers about Blue Stakes' role as the communication link between excavators, locators, and member utilities.
- Performs and analyzes quality assurance by listening to recorded phone calls as assigned.
- Maintains acceptable performance standards including but not limited to, availability, attendance, punctuality, quality (monthly evaluations & problem tickets), average handle time (AHT), personal status idle codes and positive communication and response directives.
- 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).

Additional Job Duties/Responsibilities

- Performs voice delivery of locate requests to members, as assigned.
- Processes Spanish calls with interpreter service.
- Promotes web utilization.
- Performs other duties and responsibilities as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty accurately and completely. In addition to required proficiency in each of the competencies listed above, the requirements listed below represent the knowledge, skill, and/or ability required.



Education/Experience:

- High School equivalency required, Associates degree preferred or any combination of education, experience and training which provides the following knowledge, skills and abilities.

Skill/Knowledge/Abilities:

- Ability to type 40 WPM.
- Must have excellent customer service skills.
- Professional telephone skills to include using active listening skills with callers and addressing their needs as it applies to the Blue Stakes of Utah 811 processes.
- Regular and prompt attendance is essential; mental effort is required daily.
- Correct use of the English language; must be able to communicate effectively verbally and in writing using proper grammar and spelling.
- Ability to follow and interpret written and verbal instructions.
- Ability to analyze information provided by the customer to create clear, precise instructions.
- Ability to analyze problems, and to recommend changes to resolve problems.
- Ability to use logic and critical thinking skills to prevent errors that may cause loss of life and / or property.
- Ability to maintain effective working relationships with other employees and the public in person, on the telephone, and through electronic communications.
- Ability to be self-directed to succeed in changing environments.
- Ability to be flexible and make changes as necessary.
- Maintain confidentiality and security of information obtained.
- Ability to read, search, and understand locations and positioning in a mapping application.
- Ability to learn and apply the knowledge of Blue Stakes Operations and Procedures, including learning 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, Skype and OneNote) is helpful.
- Knowledge of basic office equipment, such as telephones, copiers, and computers.

Working Conditions and Physical Demands:

- Indoor Contact Center/office environment; Ergonomic workstation options, telecommuting option
- Job does require sitting or standing at an office desk for extended periods of time
- While performing the duties of this job, the employee is required to view computer screens and wear telephone headset equipment for extended periods of time.
- Ability to receive detailed information through verbal communication and make fine discriminations in sounds.
- This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

Accept, Understand, and Confirm:

I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties and responsibilities and understand that the performance of other duties will be required from time to time in order to meet the company's needs. I understand that my employment with the company is at-will. I have been given a copy of this description.

Employee Signature

Date