



CUSTOMER SERVICE REPRESENTATIVE 1

Division: Administration

Position Number: 54101

Revised Date: April 2026

FLSA Status: Non-Exempt

GENERAL PURPOSE:

Under close supervision, performs specialized clerical duties for the Board of Public Utilities (BOPU); processes utility payments, and provides information and assistance to customers and general public.

DISTINGUISHING CHARACTERISTICS:

The Customer Service Representative 1 receives immediate direction and guidance within the Customer Service department from Customer Service Representatives, Customer Service Senior Representatives 2, Lead Customer Service Representatives, and Customer Service Supervisor; performs routine duties within the scope of the position of Customer Service Representative 1; advances to Customer Service Representative 2 after gaining experience and knowledge to perform the full range of duties in an accurate and timely manner to fill in as needed to meet workload demands.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Keeps the mission, vision and values of the Board of Public Utilities at the forefront of decision making and action; builds strategic and collaborative relationships and interacts with others in a way that builds confidence and trust; provides excellent customer service by taking action to accomplish objectives, maintaining high levels of work and productivity, and generating innovative solutions to work situations.
- Processes billing account information for utility services, includes processing payments, service requests, service charges, and new accounts.
- Provides prompt, courteous, and accurate service to the public with billing questions, requests for information, and complaints in order to maintain positive customer service relations; refers matters requiring policy interpretation to supervisor for resolution; coordinates solution of customer service issues with other BOPU staff as needed.
- Tracks services provided and verifies proper billing for services; reviews billing for irregularities; calculates and prepares account adjustments and reviews notations to customer's records within scope of authority; balances accounts and documents actions taken on customer's account.
- Enters account information into database, verifies accuracy of information, and files documents.
- Processes work orders for meter maintenance, re-installation, and connect/disconnect utility hookups. Prepares nightly Batch and Settlement Reports.
- Performs cashier duties; receives cash and checks, issues receipts, balances cash drawer and corrects errors.
- Performs basic clerical duties, including data entry, record keeping and file maintenance.

JOB DESCRIPTION

Customer Service Representative

- Provides information and assistance to customers via phone, electronic forms of communication and in person; responds to requests for information and resolves problems within the scope of authority.
- Cross trains within Customer Service and may assist with other Administration functions as directed.
- Performs other job-related duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent; AND one year of cashiering and customer service experience; OR an equivalent combination of education and experience.

Required Training, Licenses or Certifications:

- Driver's License valid in Wyoming with good driving record.
- Depending on the needs of the BOPU, other job specific training and certifications may be required.

Required Knowledge of:

- Business and personal computers, and standard software applications.
- Customer service standards and protocols.
- Basic math calculations; add, subtract, multiply and divide.
- Basic standards for business correspondence, writing, spelling and grammar.

Required Skill in:

- Entering data and numerical information into a computer system with speed and accuracy.
- Operating a personal computer utilizing a variety of standard software, including word processing and spreadsheet software.
- Performing basic math calculation; addition, subtraction, multiplication and division.
- Effective verbal and written communications.
- Dealing tactfully and courteously with the general public.
- Establishing and maintaining cooperative working relationships with co-workers.
- Operation of standard office equipment such as 10 key calculator, telephone, copier, fax, etc.

Working Conditions:

Work Environment:

Work is performed in a standard office environment.

Physical Demands:

Light physical work requiring occasional lifting and/or moving up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel or crouch.