

**JOB DESCRIPTION
GREENEVILLE ENERGY AUTHORITY**

POSITION: Customer Service Representative/Cashier

Reports to: Director of Office Operations
Date: 12/12/2025
Approved: Director of Office Operations

Department: Customer Service
FLSA Status: Non-Exempt
Pay Status: Hourly

SUMMARY OF DUTIES AND RESPONSIBILITIES

- Provide services to customers for electric, voice and internet
- Advise customers how to obtain services to new accounts
- Achieve knowledge of all types of service orders
- Turn on and shut off existing accounts, all aspects of orders for security lights
- Handle customer complaints and payment arrangement
- Prepare bank deposits
- Cash receipts on electric, voice and broadband accounts
- Receipt balancing (daily, cash drawer, cashier, etc.)
- Journal entries and balancing
- Administration of bad debts
- Preparation of disconnects for non-payment, return checks processing, and switchboard

REQUIRED OPERATION OF EQUIPMENT / OFFICE MACHINES

- Computer literate
- Calculator
- Switchboard
- Typewriter

MINIMUM EDUCATION REQUIREMENTS

High School Diploma or GED.

SPECIAL SKILLS AND TRAINING REQUIRED

- Ability to communicate with the public effectively
- Ability to provide outstanding Customer Service to the public

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Normal office environment

SUPERVISORY RESPONSIBILITIES

- No direct supervisory responsibilities

ASSET RESPONSIBILITY

- Normal office type equipment and handles cash collected

FREQUENCY AND NATURE OF BUSINESS CONTACTS

- Minimal but as required in performance of duty

FREQUENCY AND NATURE OF CUSTOMERS' CONTACTS

- Constantly due to routine duties performed as required when working directly with the customers

ADDITONAL NOTES

- Perform any other tasks as assigned or required to maintain the flow of work
 - Meet schedules and achieve objectives of GEA in meeting the needs of our customers
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EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

PRESIDENT & CEO