

**JOB DESCRIPTION  
GREENEVILLE ENERGY AUTHORITY**

**POSITION: Customer Service Representative/Cashier**

---

Reports to: Director of Office Operations  
Date:  
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**

- Office or customer service counter environment
- Prolonged periods of sitting or standing
- Frequent use of computers and office equipment
- Occasionally lifting and/or move up to 25 lbs.

## **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

## **ADDITIONAL 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
- 

\_\_\_\_\_  
**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**SUPERVISOR SIGNATURE**

\_\_\_\_\_  
**PRESIDENT & CEO**