

## Customer Services Representative (CSR)

*Posting Date: November 29<sup>th</sup>, 2022*

Princeton Public Utilities (PPU) is seeking candidates for a full-time customer services representative. This position is responsible for answering phone calls, collecting payments, providing information on utility services, and other general office duties as needed.

As CSR, you will be the first point of contact for customers and will need to be informative, empathetic, polite, and professional. A primary focus of the position is to meet customer service needs with a particular focus on past due notices and customer disconnections ensuring that PPU follows all necessary rules and regulations. The CSR will also assist in the tracking and recording of financial transactions.

**Required:** An effective communicator, both verbally and in writing, with excellent time management and organizational skills. The CSR must possess a high level of maturity and be able to empathize with customers while enforcing organizational rules and guidelines. The CSR must be able to navigate and defuse highly-charged, emotional situations with calm and grace. Above all, the CSR must be willing to help, collaborate, and partner with the rest of the Office Team by identifying needs and offering possible solutions in positive and constructive ways.

To be successful in this role, the individual must be willing to listen, learn, and resolve customer inquiries. It is vitally important that the CSR show proper respect and treatment of confidential customer information.

**Desired:** Previous experience in customer support, client services, sales, or related field.

**Other Details:** The CSR is part of the PPU Office Team reporting to the office manager and working alongside the Billing Clerk and Bookkeeper. We have a typical office environment where the work hours are 7:30-4:30 Monday through Thursdays and 7:30 – 3:30 on Friday. As part of the office team, lunches are flexible and staggered with other staff to ensure adequate coverage of the phones and lobby area.

Princeton Public Utilities offers competitive pay with vacation and holidays, health insurance, and PERA (pension) eligibility.

**Application Deadline:** Reviews will begin December 19<sup>th</sup> and the position will remain open until filled.

-- Submit a resume and cover letter to --

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