



**CENTRAL ELECTRIC
COOPERATIVE, INC.**

JOB POSTING

New Job Opening Announcement

Date: June 3, 2011
Position: Customer Service Representative
Department: Customer Service
Starting Date: Immediate
Salary: Commensurate with experience and abilities

Requirements: Provide customer service to members including phones, outage response, personal contact, credit assistance, high bill complaints, name changes, and payments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Pleasant and professional appearance and manner
- Willingness to work with customers and help resolve concerns and issues.
- Answer questions with tact and accurate information
- Heavy inbound call volume and moderate outbound
- Consistent ability to provide accurate information to customers
- Cash handling, balancing, accounting, general computer and MS Office
- Positive and professional phone etiquette
- Ability to protect and preserve customer's data and personal information
- Ability to navigate IVUE, accounts, intranet and internet
- High School diploma or GED required with skills in MS/basic computing
- Must hold valid State of Oregon Driver's License
- Answer and respond to member queries and requests for information
- Other customer service duties as assigned

QUALIFICATIONS:

- Minimum qualifications: High School diploma; fully competent in customer service, CIS, MS Office, Electronic Filing systems and payment processing
- Excellent written and verbal communications skills: Must have the ability to professionally communicate with internal and external customers

Contact: CEC-COOP.com **or** mail to CEC, PO BOX 846, Redmond, OR 97756
Deadline: Close of business – June 30, 2011