

CUSTOMER ACCOUNT REPRESENTATIVE

Position Summary

Outlined in this document is the position description for the Customer Account Representative and the various responsibilities performed in a service center. Requirements for each job include structured training and skill verification (refer to the training and skill verification sections in this manual for additional information). Job attributes and performance expectations are also defined.

As employees complete the structured training necessary, meet the requirements of the skill verification and progressive testing, they will be able to progress through their career field. The levels through which progress may be expected are as follows:

	LEVEL
Customer Account Representative	I
Customer Account Representative	II
Customer Account Representative	III
Sr. Customer Account Rep-Administrative	
Sr. Customer Account Rep-Control Center	

Advancement beyond the level of Customer Account Representative III will involve the Career Preference process, with consideration to seniority, qualifications and the needs of the service center.

As employees gain skills in the levels, progressive testing will be required to advance to the next level. The progressive testing will include hands-on, written or verbal testing and will be based on expectations outlined in the employees' current job level. (Example - to move from Level I to Level II, the employee would be tested for their knowledge of expectations in Level I).

The Trainee position (generally one year experience or the equivalent is required) is designed to determine the appropriate career path for the employee. The trainee position will give the employee the opportunity to experience the various career opportunities within a service center. It will also give the service center the opportunity to evaluate the Trainees' progression during their probationary period. The trainee position is described on the following page.

Movement from the Trainee position to a specific career will be through the Career Preference process.

SENIOR CUSTOMER ACCOUNT REPRESENTATIVE

The two areas in Senior Customer Account Representative are Administrative and Control Center. The Senior Customer Account Representative regularly directs and works with Customer Account Representatives in the performance of tasks in the Senior Customer Account Representative's major area as well as performing tasks of the more complex or sensitive nature.

General Comments

Must meet the Company's general qualifications.

Job knowledge and competence will be demonstrated on a periodic basis by successful completion of job related skills verification.

Will participate in training as required. Work assignments will be based on training that has been received.

Will adhere to company and departmental policies, standards and established procedures.

This job description attempts to give examples of the tasks associated with the job; however, the listings are not all inclusive.

Safety is the responsibility of every employee at DP&L. All safety procedures or policies outlined in job procedures, safety reference guide, training classes and agency requirements (OSHA, etc.) are expected to be followed.

Qualifications

Entry Level

A minimum of four years of experience as a Customer Account Representative or the equivalent and demonstrate the ability to perform the tasks of the job. Also required is a high school diploma or the equivalent and to have successfully completed the Company's Customer Account Representative training program.

Fully Qualified

A minimum of one year experience as a Senior Customer Account Representative or the equivalent and demonstrate the ability to perform the tasks of the job. Must have successfully completed the Company's Senior Customer Account Representative training program or the equivalent, and continue to pass the job related skills verification.

SENIOR CUSTOMER ACCOUNT REPRESENTATIVE

Job Attributes

Limited amount of manual or physical skill or exertion required. The job tasks require a high level of complexity and accuracy and the exercise of individual judgement.

Awareness of potential hazardous conditions when originating service orders during customer interactions is critical. A normal office environment exists.

Regular tasks include responsibility the handling of substantial customer payments. Care when using company equipment.

Confidentiality of customer account information is of extreme importance.

High level of contact with customers, and regular contact with other departments.

Work performed with a high level of independence, with the employee informing the supervisor on any irregularities or to set priorities.

Regularly directs and works with Customer Account Representatives in the performance of tasks in the Senior Customer Account Representative's major area.

Also perform tasks of the more complex or sensitive nature.

SENIOR CUSTOMER ACCOUNT REPRESENTATIVE

Performance Expectations Upon Completion of Training and On The Job Experience

Administrative

General accounting related accrual current liabilities.

Performs accounts payable/purchasing functions such as establish purchase orders, issuing checks, maintaining invoice vendor files and generate and record payments from accounts payable system.

Weekly processing of employee timesheets.

Knowledge of appropriate computer software such as spreadsheets, graphics and word processing.

Provide support in answering internal or external phone calls, maintaining inventory control.

Perform other similar or less skilled work.

Provide support to service center personnel in word processing.

Provide support for property accounting functions.

Has a working knowledge of national, local and company standards and codes and other pertinent regulatory requirements as they relate to the Senior Customer Account Representative - Administrative responsibilities.

Control Center

Working knowledge of radio procedures and operations.

Proficient in the Mayday procedure.

Knowledge of swapping printer daily.

Coordinate activities and work of field personnel throughout the day.

Has a working knowledge of national, local and company standards and codes and other pertinent regulatory requirements as they relate to the Senior Customer Account Representative - Control Center responsibilities.

Working knowledge of file maintenance practices such as mass print, appliance and caution tags, gas and electric survey cards, inspection releases and curb box locations.

SENIOR CUSTOMER ACCOUNT REPRESENTATIVE

Control Center (cont'd)

Maintaining daily records of appointments kept.

Maintaining daily records of customer gas and electric outage time.

Prepare all other relevant monthly reports.

Perform other similar or less skilled work.