

# CUSTOMER EXPERIENCE REPRESENTATIVE I

Applications are invited from interested and suitably qualified individuals for the position of **Customer Experience Representative I**, Pelican Energy TCI, Providenciales, Turks and Caicos Islands.

## Description

To deliver exceptional service and meet productivity standards in order to provide quality customer service to internal and external customers in accordance with the Customer Service Charter and Service Standards.

## Key Responsibilities

### PRIMARY

#### Customer Care:

- Process new service applications and account terminations in accordance with Company policies and procedures.
- Communicate and coordinate with T&D Planning, T&D Construction in order to ensure that customer connection standards are met and surpassed.
- Encourage and demonstrate to customers how to utilize electronic methods such as online banking and the web portal.
- Ensure integrity of the Enterprise Asset Management (EAM) Workflow System by ensuring that all work orders are at the appropriate stage.
- Attend to call center duties as assigned and maintain a call answer rating as determined by Management.
- Prepare payment journals for customer payments from banks and third parties.
- Process daily clearing of kiosk machines and prepare bank deposits for collection by security.
- Assist customers with use of kiosks as needed.
- Utilize technology systems to assist customers with understanding/analyzing monthly bills and consumption patterns.
- Prepare customer adjustments for approval and advise customers once complete with updated statements.
- Utilize Calls Manager in order to record customer fault reports.
- Assist customers with all web portal issues including registrations, navigation and password reset.
- Effectively utilize the Mapping System in order to confirm customer meter locations.
- Communicate timely and appropriately with internal and external stakeholders either in person, in w Solve customer issues by analyzing information and evaluating results to choose the best solution.
- Keep up-to-date with changes within the Company and apply new knowledge to job.
- Follow-up, review, and update customer inquiries and follow through with a satisfactory conclusion.
- Handle customer complaints skillfully and respectfully.
- Provide timely updates to customers in regards to service requests in order to manage customer expectations.

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### Key Responsibilities Cont'd:

#### **SECONDARY**

##### **Credit Control:**

- Assist with preparation of payment plans for customers. Prepare disconnection and reconnection work orders for execution.

##### **Billing:**

- Assist with processing all meter movements pertaining to customer installations, closure of connections and meter changes.
- Assist with the completion of deposit refund.
- Any other duties as assigned.

### Academic/ Technical/ Management Experience and Qualifications:

- Two to three years customer service work experience.
- Associate's Degree in related field is preferred.

### Abilities, Skills, Aptitude & Judgement:

- High level of direct customer contact requiring excellent oral communication skills.
- Honest and trustworthy.
- Friendly, pleasant and welcoming personality.
- Goal-oriented and self-motivated to apply needed initiative.
- Ability to work under pressure.
- Proficient with Microsoft Office.
- Excellent team building skills.
- Fluent in Spanish and/or French Creole would be an asset.
- Basic accounting knowledge would be an asset.

**Compensation commensurate with experience and qualifications.**