



CLEVELAND UTILITIES

CSR I

Cleveland Utilities, Customer Service Department is looking for a highly skilled individual with excellent communication skills, strong attention to detail, and a customer service-oriented mindset to join our Customer Service Team. In this role as a CSR, you will be tasked with managing various customer inquiries and transactions with professionalism and efficiency.

ESSENTIAL FUNCTIONS:

- Cashier duties: processing customer payments, issuing receipts, and balancing cash drawers at the end of each shift. Preparing bank deposit and cash report daily.
- Receptionist duties: greeting customers, answering phones, and directing inquiries to the appropriate department or individual.
- New service requests: assisting customers with setting up new utility services, verifying service availability, and processing service applications.
- Stop service requests: assisting customers with terminating utility services, updating mailing address, and explaining final bill process.
- Billing questions: addressing customer inquiries about their utility bills, explaining charges and fees, and resolving billing discrepancies.
- Other duties as directed by supervisor/department manager.

In addition to these specific job duties, you will also be expected to provide excellent customer service by being courteous, professional, and knowledgeable always. You will need to have strong communication skills, be able to work efficiently in a fast-paced environment and be comfortable working with computers and multiple programs.

As a Customer Service Representative for our utility company, you will play a crucial role in ensuring that our customers receive top-notch service and assistance with their utility needs.

JOB REQUIREMENTS:

- High school diploma or GED required; 2-year degree preferred.
- Two years of customer service experience is desirable.
- Proficient in Microsoft Word and Excel.
- Knowledge of Microsoft GP system a plus.
- Ability to work Monday – Friday between 7:30 am - 5:30 pm.
- Willingness to work overtime if needed.
- Strong communication and customer service skills.

Qualified applicants interested in applying for this position should submit a resume by Friday, September 5, 2025, to:

**CLEVELAND UTILITIES
ATTN: HUMAN RESOURCES
P.O. BOX 2730**

CLEVELAND, TN 37320

Or email to jobs@clevelandutilities.com

AN EQUAL OPPORTUNITY EMPLOYER