

Memorandum of Understanding
Integrated Service Center

Attachment C
Customer Relations Lead Specialist

Nature and Scope of Position:

Performs skilled work and associated clerical functions in the Customer Support Services department. Works independently or under the direction of a supervisor.

Typical Duties:

Leads, directs, and instructs lower classification personnel in the Integrated Service Center within Customer Support Solutions department. Assists other classification personnel and performs any other assigned duties within the Customer Relations Specialist or Customer Account Clerk classification.

- Performs customer service and/or customer account work for residential/commercial customers regarding company products, services and activities.
- Receives customer calls and ensures effective customer service and prompt and courteous handling of all customer inquiries and requests.
- Accurately and efficiently handles customer service requests for meter sets, meter reads, installation of new service, etc.
- Responds to customer service requests related to automated meter reading equipment issues, non registering meter and other equipment related issues.
- Resolves customer complaints by investigating complaint and recommending solutions to resolve the problem or correct the billing error. Performs research on accounts as assigned, to answer PUC, Legal Dept., and Media, Consumer Affairs or Executive customer complaints. Forwards all pertinent information to requesting company personnel as required.
- Suggests alternative methods (within company policy/procedure guidelines) to assist the customer with billing related issues, including recommending assistance programs available as well as billing budget options in order to satisfy the customer.
- Support the accounts receivable management goals by working with customers to resolve payment issues and reduce past due balances.
- Promotes energy efficiency programs, low-income assistance programs, and related services to meet customer needs and educates customer as needed on appropriate programs.
- Resolves escalated calls by responding to complex customer problems, requests, inquiries and complaints in an independent manner and completing all required account work.
- Performs other related duties as assigned (i.e. updating customer account information, correspondence, returning customer calls with information, creating correspondence to customers, work queues, scheduling field work, etc.)
- May assist in training new personnel and/or in cross training.

Qualifications:

- Must currently be in the Customer Relations Specialist or a Customer Account Clerk position with 5 concurrent years experience and has demonstrated the ability to perform all duties of Customer Relations Specialist with a recommendation by local management

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- Must successfully pass the CRLS skills review
- Must be able to communicate diplomatically with residential, commercial and industrial customers
- The ability to convey a process or procedure to other employees
- The ability to work and cooperate with employees and personnel within the ISC and other departments throughout Dominion is a requirement.
- The ability to make customer account level decisions balancing the customer and company needs.
- Must be willing to work overtime
- Must have a good work and attendance record

If after a period of one (1) year following the promotion to this job classification, a Customer Relations Lead Specialist fails to satisfactorily meet all the requirements of the position, he or she will be reclassified to his or her former classification and paid at the contract rate for that classification.