

# South Alabama Gas Appraisal Form

## Part 5

## Job Description

**Job Classification:** Customer Service Representative (Natural Gas & Propane)

**Immediate Supervisor:** Area Supervisor

**Job Summary:** Responsible for: Reports, work orders, revenue accounting, computer data, sales and general office tasks.

### Responsibilities:

1. Prepare customer payments for deposit and reconcile revenues daily.
2. Prepare customer master file data.
3. Operate radio for dispatch.
4. Serve as receptionist.
5. Prepare necessary reports.
6. Prepare and maintain necessary files.
7. Prepare service line and job work orders.
8. Prepare collection, connection and disconnect lists.
9. Initiate purchase orders.
10. Assist in sales.
11. Perform other tasks as assigned or required.

### Qualifications:

1. Demonstrated ability of computer related skills.
2. Demonstrated ability to operate common office machines, equipment and telephone system.
3. Sales ability.
4. Working knowledge of accounting procedures.
5. Ability to meet the public.
6. Maintain current Alabama driver's license.
7. Maintain applicable Alabama LP Gas Board certifications.
8. Maintain applicable DOT Operator Qualification certification.

### Experience, Training, Education:

1. High School diploma or equivalent

### Physical Characteristics:

1. Ability to perform normal physical tasks associated with job responsibilities.

### Other Characteristics:

1. Willing to work long hours.
2. Willing to attend and participate in training program.
3. Willing to attend meetings and other activities after work hours.
4. Willing to comply with the dress code.