

CUSTOMER SERVICE REPRESENTATIVE
for
SOUTH CAROLINA 811
2019

JOB TITLE: Customer Service Representative (aka CSR)

SALARY: \$ 11.59/hour for 90 days; 40 hours/week. Hourly rate commensurate with experience.

Notifying SC811 of any planned excavation can help prevent damages that can result in fines, service interruption, physical injury or even death. Safety of the general public, excavators, utility members, locators, and all stakeholders are our top priority.

GENERAL FUNCTION: Individual is the first line of contact for callers to SC811. The CSR is primarily responsible for answering inbound calls, receiving & accurately recording multiple formats of excavation information, and efficiently inputting into web-based platform. Employee must possess excellent verbal and written communication skills. In addition, present positive and professional attitude, while handling calls with a sense of urgency. Be able to accurately plot site locations on map

RESPONSIBILITIES:

- Accurately record data from caller on inbound telephone lines and process notices. Individual must also accurately tell caller pertinent and legal information on each locate notice.
- Individual must continuously be dedicated to the safety of our stakeholders and the public.
- Be available at all times while at assigned desk and computer to input locate notices and receive incoming calls from excavators.
- Other duties as assigned by the Operations Manager or Director of Operations.

SKILLS:

- Ability to pass skills assessment tests.

- Typing, at least 45 wpm accurately (or at least 14,500 kph); typing 60 wpm (or 18,000 kph) preferred; able to process excavation information precisely, and adhere to standards set forth by Organization
- Be proficient in Microsoft Office Suite products.
- Map-reading ability, and able to record accurately the map site information given by the caller. Must understand map site functions relating to excavation data on locate notice requests to ensure safety of members and excavators.
- Ability to work as part of a team
- Ability to understand and listen effectively to customer situations while maintaining company interests
- Willingness to work different shifts/schedules with short notice.
- Ability to handle a high volume of telephone contacts that may include difficult and demanding customer situations
- Have effective time management skills
- Capability of working in a fast-paced environment
- Dependable, Punctual: Be highly Customer Oriented by providing a friendly and caring service in a professional manner
- Positive attitude; Work independently and be self-motivated.
- Handle repetition of tasks every working day
- Work under stressful working conditions due to high volume calls, difficult customer interaction, and time frame of calls
- Score acceptable or set goals on evaluations composed by Management.

PHYSICAL/MENTAL REQUIREMENTS:

- Ability to stand or sit for considerable lengths of time.
- Visual, auditory, and communication abilities for frequent use of computer and telephone.
- Work in a confined work space for a long period of time attached to a telephone headset and entering data.
- Mental alertness for quality decision-making.
- Pre-employment testing for all applicants include substance abuse testing and background screening.

QUALIFICATIONS:

- Minimum requirement is a high school diploma with two years customer service experience. Call center experience preferred.