



**PEMISCOT-DUNKLIN  
ELECTRIC COOPERATIVE, Inc.**

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## **Customer Service Representative**

### Qualifications

#### Minimum Requirements:

- High School Graduate/Equivalent.
- Minimum two years general office experience.
- Interpersonal skills to communicate and interact with employees and customers.
- Organize, plan, and prioritize multiple responsibilities simultaneously and with frequent interruptions.
- Handle confidential information.
- Proficiency in computer typing and data entry skills.

#### Preferred:

- Previous cashier experience
- Previous work experience in the utility industry
- Bilingual (English/Spanish)

### Duties and Responsibilities

- Serve as the first contact for general calls and walk-ins regarding service availability and billing questions.
- Receives bill payments over the counter and from depositories.
- Balances cash drawer daily.
- Processes return checks.
- Assists customers with completion of service application forms.
- Maintain files of customer information as needed.
- Maintain lobby area for neat and orderly presentation.
- Participates in annual meeting as required.

This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties and responsibilities that management deems necessary.

**Application Deadline: March 8, 2021**