



# Career Opportunities

**KNOXVILLE UTILITIES BOARD IS AN EQUAL OPPORTUNITY EMPLOYER**

## KUB EMPLOYMENT OPPORTUNITY

### Customer Service Representative – Extended – Vacancy #17085

**Open Date:** 05/30/2017  
**Closing Date:** 06/27/2017  
**Position Type:** Regular/Full-Time

**Pay Plan:** Admin A  
**Pay Grade:** 4, 6  
**Pay Range:** \$26,600.00 - \$48,100.00

#### Job Information

**Job Classification:** Customer Service Representative  
**Department:** 012 Customer Service  
**Work Location:** 445 S. Gay St.  
**Work Schedule:** 40+ hours / week, Mon - Sun

**About KUB:** The Knoxville Utilities Board (KUB) is one of the largest public utilities in the country providing electric, gas, water and wastewater services to more than 445,000 customers in Knoxville and parts of seven surrounding counties. We exist to serve our customers, improving their quality of life by providing utility services that are safe, reliable and affordable. And our mission is about more than just pipes and wires. It's about being good stewards of our community's resources: utility assets, customer dollars, and the environment. We work to safeguard those resources and enhance their value for the people of the communities we serve and generations to come.

**Work Description:** Customer Service Representatives serve as front-line assistance to both internal and external KUB customers. Representatives provide high quality customer care for a wide variety of incoming calls and/or walk-in customers by focusing on customer needs. Representatives provide professional interaction with customers utilizing effective listening and positive communication to resolve customer needs/concerns. This position involves working on the phone or at a teller window for long periods of time and requires the ability to handle multiple priorities in a contact center environment. Extremely well developed interpersonal, problem solving, and conflict management skills are essential for success in this position. Individuals are measured and evaluated to meet service goals. Candidates should possess a sincere interest in maintaining high levels of customer service and satisfaction. Outstanding verbal and written communication skills are essential to this position. Schedules change based on contact volume and needs 24 hours per day, 7 days per week. Most schedules fall within a Monday-Friday, 7:00am-6:00pm period. Must be available to work KUB emergency situations as needed.

#### Minimum Qualifications

- High School Diploma or equivalent
- Good written/oral communication skills
- Strong customer service skills, including information-gathering and problem-solving skills
- Good PC skills, including accurate data entry
- Ability to handle confidential information
- Valid driver's license (Required for Level II Customer Service Representative and above)

**Physical Demands:** Sedentary Work: exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

**Note:** The physical demands described above are intended to relate the approximate physical demands of the classification. Physical demands for a specific position within this classification may vary and/ or exceed those demands described above. Additional information regarding specific positions is available in Human Resources.

#### Preferred Qualifications

- Keyboarding skills with a minimum of 40 wpm and 10-key
- Associate or Bachelor's Degree in a related field
- Two (2) or more years customer service experience, especially in a call center environment
- Strong analytical and problem-solving skills
- Experience in a utility environment
- Working knowledge of the Windows environment and MS Office products (Excel, Word, Access)
- Experience in web navigation and PeopleSoft CIS
- Bilingual - English and Spanish

#### Selection Process

(Subject to change)

Phase 1 Apply online at [www.kub.org](http://www.kub.org)  
Phase 2 Experience, training, and education evaluation  
Phase 3 Interview with department representatives  
Phase 4 Written, performance, and behavioral exercises  
Phase 5 Background Investigation  
Phase 6 Physical examination and drug screen

If special accommodations are needed for testing purposes, please notify Human resources in advance of the test date.

#### NOTES

Only candidates submitting a completed KUB application and completing each component of the selection process will be considered for KUB positions. KUB does not accept unsolicited applications; completed applications are only considered for advertised vacancies. Please no third party inquiries. Due to the volume of applications and resumes we receive, only applicants invited to interview will be contacted.

Applicants should apply on all positions of interest. KUB reserves the right to consider applications for additional vacancies in the same classification within 120 days of the original posting, after which time, applicants must reapply to be considered for any openings.

It is the applicant's responsibility to provide correct and updated contact information to KUB during the active period of the application. If KUB is unable to contact the applicant because the information on the application is no longer correct, the application will be considered inactive and the applicant no longer eligible for employment.