

CUSTOMER SERVICE REPRESENTATIVE IN PITTSBURGH, PA

CURRENTLY SEEKING CANDIDATES WITH EXPERIENCE IN MICROSOFT OFFICE, SAP, AND STRONG NEGOTIATION AND CUSTOMER SERVICE SKILLS TO ASSIST CUSTOMERS WITH RESOLVING ROUTINE TO COMPLEX BILLING ISSUES.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Perform and maintain credit and collection activities.
- Independently respond to and resolve customer questions, concerns, and complaints via calls and correspondence.
- Assess customer needs and educate customers on procedures and services.
- Enter customer reads utilizing complex a SAP system to identify, track, and document correspondence, issues, actions, and resolutions.
- Identify, review, and resolve complex billing issues, including errors and disputes involving heavy research to correct.
- Perform cancel and re-bill activities to address billing issues and updated payment agreements.
- Review daily audit reports to ensure billing accuracy.
- Review system reports to identify non-registering meters and process for accurate billing; apply payments and adjustments while adhering to strict clearing regulatory rules.
- Perform lease and identification verification for customer processing and billing.
- Identify, create, and schedule credit activity. Schedule service orders to address service issues including emergency orders.
- Enter and schedule new construction requests.
- Support the call center for peak requirements and satisfactory customer service. Meet all department metrics.
- Provide administrative and clerical support as needed within the Customer Service Center.

QUALIFICATIONS:

- Associate's degree preferred;
- Excellent computer software skills, such as the ability to use Microsoft Office.
- Ability to operate computerized and standard office equipment.
- Excellent written, verbal, and interpersonal communication skills.
- Able to address complex customer needs and determine appropriate action independently. Strong negotiations skills to resolve problems.
- Able to collect, compile, and analyze complex data to identify issues and determine appropriate action needed.
- Organized, detail-oriented, and able to exercise discretion while operating within complex regulatory requirements.
- Must be flexible and able to maintain professional disposition during diverse & stressful conditions.
- Ability to work and multi-task in a high volume and fast paced environment.