



Utility Safety & Design, Inc.
28847 US Highway 136
Unionville, MO 63565
P: (660) 947-3316
www.usdi.us

CUSTOMER SERVICE REPRESENTATIVE

ABOUT USDI

Utility Safety and Design, Inc. (USDI – www.usdi.us) provides professional engineering and design, consultation, construction, and operational services for owners and operators of natural gas facilities, including transmission operators, municipalities, master meter operators, and local distribution companies. Whatever your natural gas needs, USDI is your full-service partner. Since 1969 we've served more than 500 pipeline, master meter, municipal, and utility systems across the Midwest – some with a single service (such as leak surveys, cathodic protection surveys, regulator station inspections, and plan development and implementation), others as professional engineers, and still others as the operator of the record. USDI provides full-spectrum natural gas solutions through 1) up-front consultation, 2) strategic engineering, and design, 3) affordable construction services, and 4) total operational support.

JOB SUMMARY & ESSENTIAL FUNCTIONS

USDI is seeking a **Customer Service Representative** in our Unionville, MO office to provide administrative support, client liaison, and coordination in a fast-paced environment. This role will be responsible for tasks including but not limited to:

- General office duties including client support, record-keeping and supply management
- Assisting customers with questions regarding billing statements, applying for natural gas service or disconnecting natural gas service
- Collecting payments and producing receipts natural gas customers
- Performing billing services for natural gas customers and generating monthly operation summary reports
- Receiving phone calls and routing callers to the appropriate party
- Providing support to natural gas customers applying for energy assistance with Green Hills Community Action Agency
- Maintaining polite and professional communications with co-workers, management and clients with a positive work atmosphere
- Maintaining a safe environment for co-workers, clients, and the public through adherence to established safety standards and timely reporting of potential hazards

UNIONVILLE, MO
28847 US HWY 136
Unionville, MO 63565
(660) 947-3316

KIRKSVILLE, MO
210 N Elson St. Suite C
Kirksville, MO 63501
(660) 474-0079

OLNEY, IL
1927 Miller Drive
Olney, IL 62450
(618) 392-5502

WICHITA, KS
9540 W. Harry St.
Wichita, KS 67209
(316) 239-7313

SHELBYVILLE, KY
1018 Mt. Vernon Dr.
Shelbyville, KY 40065
(502) 513-5127

PRINCETON, MN
31481 125 ½ ST NW
Princeton, MN 55371
(660) 474-0789

PITTSBORO, IN
7421 N. Co Rd. 225 E.
Pittsboro, IN 46167
(317) 417-3374

MINIMUM QUALIFICATIONS

- Associates Degree preferred; High School Diploma (or equivalent) required
- Proficient in Microsoft Office, including Word, Excel, and PowerPoint
- Intermediate to advanced skills in Adobe Acrobat
- Proficiency in Accounting related tasks, a plus
- Proficiency in Salesforce, preferred
- Strong organizational and multitasking abilities
- Excellent communication and interpersonal skills
- Maintain a high level of professionalism
- Calm in stressful situations or when dealing with difficult customers
- Able to pass a background and driving check, employment history, and drug screening

BENEFITS

USDI offers an excellent benefits package and compensation that will be commensurate with the level of experience, skills, and abilities possessed by the candidate. USDI benefits include the following:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Short-and Long-Term Disability Coverage
- 401(K) Retirement Savings Plan
- Paid Time Off (PTO)

USDI OFFICE LOCATION

Unionville, MO

SUBMIT RESUME TO

Taylor Browne, Vice President of Client Services

taylor@usdi.us