

Holy Family Institute

Customer Service Representative

Duquesne Light – Swissvale Office

Employer: Duquesne Light Universal Services

Reports to: Duquesne Light Program Supervisor

Location: Swissvale Office

Hours: Mon. – Fri., 8:00am – 4:00pm

(Allow flexibility in scheduling as required by client needs)

General Statement of Duties: The Customer Assistance Program Case Manager will be responsible for assisting customers in the development of responsible planning and payment for electricity use with an expressed goal toward self-reliance.

Essential Functions:

1. Promotes the Mission and Philosophy of Holy Family Institute.
2. Understands guidelines, limits, and procedures of DLCO CAP.
3. Interviews DLCO customers for program eligibility.
4. Accurately completes CAP applications.
5. Completes Recertifications and Defaults as required.
6. Manages daily work assignments in a timely fashion.
7. Maintains accurate documentation and confidential documents.
8. Assist clients with appropriate referrals.
9. Develop and increase professional development by completing 40 hours of training time annually.
10. Develop and maintain professional and collaborative relationships with customers, community supports, staff, volunteers, referring agents and other professionals.
11. Attend Agency staff training required by Duquesne Light Company.

Minimum Requirements

Successful candidate must have a Bachelors Degree or two years or more of experience in customer service or a social services related field. Must have strong communication skills, computer skills, and basic knowledge of Microsoft Office. Current Act 33/34 clearances, a valid PA driver's license and reliable transportation are required. EOE