



## MESCALERO APACHE TRIBE

### JOB ANNOUNCEMENT

Position Title:	Customer Service Representative	
Department:	Gas Company	
Employment Status:	Non-Exempt	Pay rate: \$13.50
Opening date:	February 26, 2024	Closing date: Open until filled

#### **Job Summary**

Incumbent is under the supervision of the Gas Company Office Manager *and* Director. However, in the absence of the immediate supervisor, next in command according to the chain will be in charge. The incumbent is responsible for providing the highest level of customer service by assisting all customers with a positive attitude. Incumbent will answer phone calls and respond to questions thoroughly. Operates cash register and performs currency transactions.

***This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.***

#### **Duties and Responsibilities**

- Opens cash drawer. Counts drawer at beginning of shift. Follow cash handling procedures.
- Greets and answer customer questions concerning location, price and use of merchandise.
- Responsible for operating the cash register and completes daily records.
- Assists customers in the use of credit cards.
- Answers telephones, provides front-line responses by email and phone to providers, employees, and tribal member's customer inquiries, propane orders, follows-up and ensures that customer issues are handled effectively.
- Total price and tax on merchandise purchased by customer to determine bill.
- Accepts payments and make change.
- Accepts and logs propane orders from customers.
- Maintains a clean and orderly kiosk, gas pumps and store area at all times; sweeps, mops, restocks, and takes out trash.
- Takes out trash and ensures cleanliness of store.
- Resolves collection/billing issues for customers.
- Sorts, screens, and distributes incoming and outgoing mail.
- Maintains daily bank, deposits, filing, customer account compliance and maintenance.
- Operates personal computer to compose and edit correspondence and/or memoranda. Provides copies of information request letters to providers and enrollees.
- Prepares or assists with the preparation of scheduled and/or ad hoc statistical and narrative reports; performs basic information gathering and analysis and/or forecasting, as specifically directed.
- Establishes, maintains, and updates files, databases, records, and/or other documents; develops and maintains data, and performs routine analyses and calculations in the processing of data for recurring internal reports.
- Prints and sorts delivery tickets.
- **Performs other duties as assigned.**

**Minimum Qualifications**

- High School Diploma or GED.
- Customer service and cash handling experience preferred.
- Must be 18 years of age.
- Must have a valid NM Driver's License.
- Must have dependable and reliable transportation.
- Must be willing to work an evenings, weekends and holidays.
- Must successfully pass a pre-employment drug/alcohol screen and background investigation.

***Tribal preference and Native American Indian preference shall apply to all positions.***

**Knowledge, Skills and Abilities**

- Knowledge of basic arithmetic.
- Knowledge of cash register operations, sales methods and techniques.
- Knowledge of customer service techniques and practices.
- Skill in accurately using a cash register and making change.
- Ability to work extended hours and various work schedules.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to follow instructions in verbal and written format.
- Ability to use good judgment and foresight.

**Physical Demands**

While performing the duties of this job, the employee regularly is required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment**

Work is generally in an indoor setting with a moderate to high noise level and outside with exposure to odors, natural weather conditions and various dusts and mists may occur. Prolonged standing. Evening, weekend, and/or holiday work will be required. Extended hours and irregular shifts will be required.