

Customer Service Representative III

Location: Union County, MS

Salary Range: \$28,542.30 - \$40,129.05

Full Job Description

This full-time position will serve as a consumer complaint specialist. This person will be a valued member of the complaint investigative staff and responsible for handling consumer complaints of the Northern District. A consumer complaint specialist will be assigned multiple complaints a day, so an ability to multitask is essential. It is the consumer complaint specialists' job to ensure utility customers are receiving fair and adequate service from their provider.

Preferred Qualifications

- Excellent in Microsoft Office Suite
- Prior experience in a similar position
- Associate's degree from an accredited college
- Experience with multi-line telephone system

What You'll Need to be Successful

- Proficiency in Microsoft Office Suite
- Highschool Degree or GED equivalent
- Experience with office equipment (i.e. fax, printer, scanner, etc.)
- Written and verbal communication skills, multitasking and time management skills, ability to be present in the office during regular business hours, and a professional attitude and appearance

Contact Us

If you are interested in this position, please email our Director of Finance and Personnel, Jeremy Breland at Jeremy.breland@psc.ms.gov.