



Data Entry/Customer Service Representative Job Description

Program Administrator/Customer Service Representative for Commercial Efficiency Programs.

Location: Raynham, MA

Complete Energy Services, based in Raynham, MA is seeking a Data Entry/Customer Service Representative to work within our energy efficiency programs throughout MA and NH. The ideal candidate will be part of a team that will process energy efficiency and demand reduction projects for commercial businesses. This position will report to the Complete Energy Program Manager in conducting work.

Position responsibilities may include:

- Tabulate and process energy efficiency audit findings and designs into Utility Databases
- Help in streamlining the process for data entry by collaborating with peers and managers
- Verify all data entry for accuracy and completeness
- Timely reporting of weekly activities and data entry results
- Manage a professional work environment and reputation reflective of Complete Energy's standards
- Provide a high level of customer service on the phone or in person throughout any interactions with customers, vendors, contractors and peers
- Represent Complete Energy in a professional manner at all times when dealing with customers, suppliers or contractors
- Office administrative responsibilities such as filing, inventory and reporting
- Program marketing - including social media
- As needed, seek out internal technical project guidance to ensure achievement of customer satisfaction
- Adhere to company policies and procedures
- Additional activities as directed



Qualifications to include:

- Strong attention to detail is paramount
- Inbound and outbound phone skills are necessary
- Proficient with Microsoft Excel, Word and other general office applications
- Must be able to type 40 WPM with 100% accuracy
- Minimum of two years related work experience and competence in customer service/office environment working with computers
- Ability to work independently and manage time to meet or exceed timelines
- Advanced organizational skills with ability to manage multiple priorities
- Excellent verbal, written, computer, interpersonal, and technical communication and presentation skills
- Marketing experience is a plus
- Social Media experience is a plus
- U.S. Citizenship or U.S. Permanent Resident status as well as a valid Drivers License issued by state of residences and in good standing required
- Required to pass background and drug testing for employment
- May be required to pass security clearance investigation