



Job Code : **MTCSS0423**
Title : Customer Support Services Team Member
Department/Division : ELM Utility Services
Work Location : Missoula, MT
Hiring Supervisor : Tresa Neville
Pay zone : DOE
Employment Status : Full-Time **(M-F 8:30AM – 5:30PM Non-Negotiable)**
Relocation Benefits : No Relocation Benefits Provided

DESCRIPTION OF POSITION'S ESSENTIAL FUNCTIONS: ELM Utility Services is a company that provides compliance services for utility companies.

We are seeking a Customer Support Services Team Member, with invoicing/auditing experience, to work in the Missoula, MT office.

Education and Experience Requirements:

- High school diploma or equivalent education is required
- Previous Customer Service/Invoicing experience is required

General Duties, Skills, and Qualifications:

- Taking Customer Service and Driver's Hotline calls
- Scheduling appointments for meter inspections
- Enter and dispatch damages and emergency call outs
- Review after hours call log
- Audit to ensure accurate billing allowed per contract
- Meet weekly/monthly invoicing deadlines
- Assist in damage report compilation and submission
- Field questions and requests from damage representatives and field personnel
- Provide support for other departments as needed
- Knowledgeable about Microsoft Office products such as Outlook, Xcel, Word, Teams etc.
- Exhibit polite and professional communications
- Dependable
- Problem solving/analytical
- Self-starter
- Good time management
- Adaptable
- Be a team player
- Other duties as assigned

APPLICATION PROCEDURE

Submit resume to: tresa.neville@elmutility.com

WE ARE AN EQUAL OPPORTUNITY EMPLOYER