

HEATH CONSULTANTS INCORPORATED

JOB DESCRIPTION

Required: More than basic Excel skills - managing spreadsheet data, comparing data fields across 4 systems, answering external customer calls, issuing email and US mail correspondence.

Desired skillset: excellent attention to detail; ability to perform multiple tasks; ability to produce high quality, error-free work; ability to interpret/analyze customer data to determine next steps; customer service experience preferred to handle irate customers calls and minimize appeals to upper mgmt.; must be dependable (e.g., show up to work each day & on time); working knowledge of Word – able to type at least 50 wpm; working knowledge of Excel – formulas, pivot tables; good writing skills & grammar; polite phone skills

Duties include daily data entry of MAP tags, daily review and issuance of letters to customers/property owners, answering incoming and making outgoing customer calls, scheduling appointments, and summarizing cases/data for review by Legal, managing & responding to all incoming email correspondence from the “Obstructed Meter” Outlook mailbox

- This department works with customers who have meters that are obstructed and inaccessible for BGE.
- Employee will be responsible for sending letters, and calling customers regarding meter accessibility. Employee will work with the customers to set an appointment when BGE can come and take a look at the meter. If the customer is non-responsive, the employee will continue to follow up with the customer. If the customer does not respond, then service will be terminated.
- This is high volume work. Employee should excel in a high volume environment.
- Attention to detail as well as strong verbal and written communication skills are required.
- Data entry is a large component of this role. 100% accuracy is expected.
- Minimum of 2 years in a high volume call center setting & excel experience.

In return, we have a compensation package that includes the following:

Weekly pay starting at \$14.00 an hour for training, annual reviews with raise potential.

Eligibility within 90 days for Medical/Dental/Vision/Supplemental insurance plans.

After one year you are eligible for our 401(k) with employer match.

10 paid holidays

5 days paid time off in the first year & 10 days paid time off each year after the first year.

Submit Application/Resumes To:

Michael Haney

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