



Open Position Title: Front Office Clerk  
Position Title Code: 0530A  
Location: 725 Front Street, Chicopee, MA 01020  
Industry: Municipal Electric/Fiber Broadband  
Salary: 18.00/hr. – 20.00/hr.

**General Statement:**

Process all incoming payments from customers, both in person and through the mail, recording all transactions through a computerized system. Answers and directs all incoming calls to proper departments. Supports Customer Service department with daily tasks.

**Job Responsibilities:**

- Welcomes visitors by greeting in person
- Answer incoming calls and redirect to appropriate staff members.
- Process customer payment transactions through cash drawer system and balance daily.
- Open, process and post payments received through daily mail and night deposits.
- Process paperwork required for setting up new electric service, internet service, including customer deposits, and payments.
- Supports Customer Service with daily functions including, but not limited to handling incoming customer inquires on accounts, processing service applications or change in service, for both electric and internet accounts, processes return of internet equipment.
- Process customer information by data entry that is to be handled with strict confidentiality
- Other duties as assigned

**Education and Experience:**

- High School Diploma or equivalent
- Minimum of two-year office/data entry experience
- Cash handling experience required with Customer service experience.

**Abilities and Skills:**

- Ability to multi task in a fast-paced environment while maintaining a professional and patient attitude with customers and staff at all times.
- Must work well with public.
- Excellent computer skills required including experience with Microsoft Excel, Word, as well as other software products.
- Exceptional communication (written and verbal). Reasoning ability a must.

**Additional Requirements:**

- Must possess a valid driver's license to operate motor vehicles
- Requires periodically standing and sitting for extended periods of time.

This description is not intended to be a complete statement of the position, but rather to act as a guide to the general work performed. Individual's competencies and customer requirements impact the actual role performed.

Applicants should send their resume directly to Chicopee Electric Light (CEL) Attention HR/Administration Office at 725 Front St., Chicopee, MA 01020 or e-mail [ncolberg@celd.com](mailto:ncolberg@celd.com)