



Greater Minnesota Gas, Inc. (GMG) is a natural gas distribution utility committed to changing people's lives by bringing affordable natural gas service to rural areas. Come grow with us and experience a rewarding career in the natural gas industry. We are looking for highly qualified individuals to help bring our vision to life.

Customer Relations/Billing Specialist

Position Type: Full-Time Hourly

Location: Corporate Office - Faribault, MN

Position Description:

- Provide high quality interaction with customers, internal employees, vendors and outside parties through multiple channels.
- Handle inbound customer service inquiries and billing calls.
- Create, maintain and evaluate customer accounts.
- Perform cash management functions.
- Prepare customer billings in a team environment accurately and timely.
- Provide technical support to customers.
- Process confidential customer information.
- Executive administrative support.
- Respond to gas emergency situations with a high degree of accuracy to ensure public safety.
- Performs other duties as assigned, including work on special projects.

Position Requirements:

- **Initial training period (90 days) will require travel to Le Sueur, MN (45 min) until company transitions to new Faribault location.**
- High School diploma or equivalent GED required.
- The ability to demonstrate a minimum of 2 years of experience in a call center environment requiring direct customer contact and quality customer service skills.
- Ability to pass a background check.
- The ability to demonstrate proficiency using Microsoft Office applications.
- Strong telephone, verbal and written communication skills.

Preferred Qualifications:

- Post-secondary education in business or communications.
- Experience in municipal or regulated utility environment.
- Experience operating utility or services related billing system.
- Demonstrated experience with handling escalated customer issues.

Physical / Environmental Information - This position is mostly sedentary including sitting indoors viewing computer screens while wearing a telephone headset. Simultaneous and repetitive use of the hand, wrist and fingers is required. Excellent sensory skills (sight, hearing, speech) are essential as well as the ability to communicate effectively. The ability to bend, stoop, kneel, crouch, reach overhead and lift 20# is required.

Benefits: Paid Time Off (PTO), Simple IRA with Company Match and Medical Stipend

How To Respond: Send your resume, cover letter and references by email to gmg@greatermngas.com or by USPS mail to GMG, PO Box 68, Le Sueur, MN 56058.

Greater Minnesota Gas Inc. | PO Box 68, Le Sueur, MN 56058 | Phone: 888-931-3411 | E-fax: 507-665-8602
Visit our Website to learn more about us: www.greatermngas.com