

Customer Service Representative

Apply your superior customer service skills in our call center. At Utilities Protection Center, Inc. d.b.a. Georgia 811, you will take requests to locate underground utilities throughout the state of Georgia. You will be an integral part of protecting utilities from damage and excavators from harm.

Position Responsibilities

Answer a high volume of calls in an inbound call center while providing superior customer service

Process requests for locating underground utility facilities from contractors and homeowners

Troubleshoot customer complaints

Educate callers on the process of locating facilities

Explain the Georgia Dig Law in lay-person's language

Handle calls involving damage to utilities, emergencies, etc.

Position Requirements

Minimum of 1 year as an operator in a call center environment

Friendly phone manner and clear articulation skills

Strong listening and interpersonal skills

Positive attitude and professional demeanor

Ability to read and interpret maps

Excellent organizational and time management skills

Poised, confident and patient

High energy, quick thinking and self-motivated

35 WPM data entry

High School graduate

Company Benefits

Georgia 811 offers a comprehensive benefits package including health, dental, vision, 401k plan, paid vacation & holidays, plus the potential to earn bonuses for superior performance.

Company Overview

Georgia 811 is the company established in Georgia to provide one telephone number for excavating contractors and the general public to "Call Before You Dig". This One Call System provides the participating members an opportunity to locate and identify their underground facilities. We are a non-profit association funded by our member utilities and located outside of Atlanta in Duluth, GA. Learn more about the company on www.ga811.com. Send your resume to employment@ga811.com.