



Customer Service Representative:

Utilities Protection Center, d.b.a. Georgia 811 is accepting applications for full time Customer Service Representatives in our Duluth, GA Contact Center. A successful CSR 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.

Company Overview

Georgia 811 is a communication system established to provide one telephone number for excavating contractors and the general public notify utilities of their intent to use mechanized and/or non-mechanized equipment for excavation, tunneling, grading, boring, blasting, demolition or any similar work. This one call system provides the participating utility 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.

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 & homeowners
- Troubleshoot customer complaints
- Educate callers on the process of locating facilities
- Handle calls involving damage to utilities, emergencies, etc.
- This is not an IT technical call center

Position Requirements

- Minimum of 1 year experience in a busy customer service contact center environment
- Superior oral and written communication skills
- Strong listening and interpersonal skills
- Professional phone manner and presence – clear and articulate
- High energy, quick thinking, and self-motivated
- Must be able to grasp complex instructions in a quick and effective manner
- Positive attitude and professional demeanor
- Excellent organizational and time management skills
- Poised, confident, and patient
- 35 WPM data entry
- Reliable transportation to Duluth, GA
- Ability to read and interpret maps and computer based mapping systems a must
- Working knowledge of Microsoft Office (Word, Excel, Outlook, etc.)

Georgia 811 provides classroom training, plus additional training on the floor. We offer excellent benefit plans, 401k, telecommuting and a positive working environment. This is not an IT help desk or a collections call center. Qualified candidates must pass a pre-employment drug and background checks. Georgia 811 is an Equal Opportunity Employer.

Visit our website at: www.georgia811.com

Please email your resume to jobs@georgia811.com