

## **JOB DESCRIPTION**

Title: Customer Service Representative

Zia Natural Gas Company is a local natural gas distribution company (gas utility). Zia currently serves approximately 35,000 customers in the state of New Mexico primarily in Colfax, Dona Ana, Lea, and Lincoln. Zia Natural Gas Company offers medical and dental insurance, profit sharing, and 401(k) savings plans. Zia is an Equal Opportunity Employer.

A Customer Service Representative for Zia Natural Gas Company will be responsible for the following duties:

- Receipt of cash payments;
- Daily balance of cash receipts;
- Customer inquiries;
- Account requests;
- Open/ Close Service Order Requests;
- Dispute/complaint resolution;
- Billing;
- Receive Emergency Calls/Dispatch;
- Filing;
- Variety of other office related tasks as requested.

Qualified candidates must have a H.S. Diploma or GED. Computer skills, customer service experience, and experience balancing payment receipts are preferred. Bilingual English/Spanish skills are beneficial but not required. Due to federal regulations, vehicle insurance requirements, and nature of job description, a criminal background check, pre-employment drug screen check, and driving record check are required.

Please return the Employment Application to the local Zia Natural Gas Company office or email to [humanresources@zngc.com](mailto:humanresources@zngc.com).