



TULLAHOMA UTILITIES AUTHORITY

Electricity, Water, Wastewater
Television, Internet, Telephone

901 S. Jackson St.
Tullahoma, TN 37388

931-455-4515

www.tub.net



Title: Customer Service Representative
Reports to: Customer Service Supervisor
Application Deadline: July 16, 2018

Position Overview:

This position will provide customer assistance with bill payment, billing discrepancies and establishing new/transfers/terminating services. Individual should be computer literate. Individual will maintain excellent verbal communication skills. Representatives will perform related work as required.

Starting pay is \$12 or more per hour, depending upon experience.

Job Functions:

- Customer friendly and helpful
- Assist customers with questions related to their services
- Assist customers making payment, either in person or via telephone
- Assist customers needing to establish service, terminate service or transfer service
- Ability to multi-task
- Other duties as assigned by Supervisor

This is a full-time position with excellent benefits. Normal hours are 7:30 a.m. to 4:30 p.m. Monday thru Friday. Possible after hours during emergencies. Must have at least a high school education, be familiar with computers, and live within 20 minutes of the service center by car. Preference given to applicants living in our service area.

Other Details:

TUA is a progressive municipal utility, providing electricity, water, wastewater, cable television, gigabit internet, and telephone to a community of approximately 20,000 residents. TUA employs 82 personnel and operates with a \$50 million budget.

TUA offers excellent benefits including:

- Health insurance (100% paid for employee, 75% paid for family)
- Dental insurance (100% paid for employee)
- Life insurance (100% paid for employee at 4X salary)
- Long term disability insurance (100% paid for employee)
- Employee uniforms (100% paid for employee)
- Tuition reimbursement (up to 100% paid for employee)
- Defined contribution retirement (company contributes 12% of salary)

Candidate will be required to submit to a physical examination, pre-employment drug testing, and a background examination. TUA is a drug free workplace and an equal opportunity employer, and employee will be subject to random Drug and Alcohol Tests per company policy.

To apply, please pick up an application at: 901 S. Jackson St. Tullahoma, TN 37388 between the hours of 7:30 AM and 4:30 PM, weekdays. Applications will be accepted through Monday, July 16, 2018.

APPLICATION FOR EMPLOYMENT

TULLAHOMA UTILITIES AUTHORITY
P.O. BOX 788
TULLAHOMA, TN 37388

NAME: _____
POSITION: _____
DATE: ____/____/____

We consider applications for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, sexual orientation, citizenship status, genetic information or any other legally protected status.

(PLEASE PRINT)

Position(s) Applied For	Date of Application
How Did You Learn About Us?	
<input type="checkbox"/> Advertisement	<input type="checkbox"/> Relative
<input type="checkbox"/> Employment Agency	<input type="checkbox"/> Friend
<input type="checkbox"/> Inquiry	<input type="checkbox"/> Other _____

Last Name	First Name	Middle Name
Address	Number	Street
	City	State
		Zip Code
Telephone Number(s)	Social Security Number (Voluntary)	

Best time to contact you at home is: _____:_____ AM
PM

If you are under 18 years of age, can you provide required proof of your eligibility to work? Yes No

Have you ever filed an application with us before? Yes No
..... If Yes, give date _____

Have you ever been employed with us before?..... Yes No
If Yes, give date _____

Do any of your friends or relatives, other than spouse, work here? Yes No

Are you currently employed? Yes No

May we contact your present employer? Yes No

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status?
Proof of citizenship or immigration status will be required upon employment. Yes No

Date available for work ____/____/____ What is your desired salary range? _____

Are you available to work: Full-Time (please indicate 1 2 3 shift)
 Part-Time (please indicate Mornings Afternoon Evenings)
 Temporary (please indicate dates available ____/____/____ - ____/____/____)

Are you currently on "lay-off" status and subject to recall? Yes No

Can you travel if a job requires it? Yes No

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

EDUCATION

	Name and Address of School	Course of Study	Number of Years Completed	Diploma Degree
Elementary School				
High School				
Undergraduate College				
Graduate Professional				
Other (Specify)				

Describe any specialized training, apprenticeship, skills and extra-curricular activities.

Describe any job-related training received in the United States military.

EMPLOYMENT EXPERIENCE

Start with your present or last job. Include any job-related military service assignments and volunteer activities. You may exclude organizations which indicate race, color, religion, gender, national origin, disabilities or other protected status.

1.	Employer		Dates Employed		Work Performed
			From	To	
	Address				
	Telephone Number(s)		Hourly Rate/Salary		
			Starting	Final	
	Job Title	Supervisor			
Reason for Leaving					
2.	Employer		Dates Employed		Work Performed
			From	To	
	Address				
	Telephone Number(s)		Hourly Rate/Salary		
			Starting	Final	
	Job Title	Supervisor			
Reason for Leaving					
3.	Employer		Dates Employed		Work Performed
			From	To	
	Address				
	Telephone Number(s)		Hourly Rate/Salary		
			Starting	Final	
	Job Title	Supervisor			
Reason for Leaving					
4.	Employer		Dates Employed		Work Performed
			From	To	
	Address				
	Telephone Number(s)		Hourly Rate/Salary		
			Starting	Final	
	Job Title	Supervisor			
Reason for Leaving					

If you need additional space, please continue on a separate sheet of paper.

List professional, trade, business or civic activities and offices held.

You may exclude membership which would reveal gender, race, religion, national origin, age, ancestry, disability or other protected status:

FOR PERSONNEL DEPARTMENT USE ONLY

Position(s) Applied For Is Open: Yes No

Position(s) Considered For: _____

Date _____

NAME: _____ POSITION: _____ DATE: ____ / ____ / ____