



8310 W Ustick Rd Ste 100
Boise, ID 83709
(208) 342-1585
(800) 342-1585
www.digline.com

Job Title: Customer Service Agent

Company: DIGLINE, INC.

Work Schedule: Varied Schedules between 6:00 a.m. and 10:00 p.m.,
Monday through Sunday

Exemption Status: Non-Exempt

Wage Range: Depending on Experience – Starting up to \$15.00

SUMMARY OF DUTIES AND RESPONSIBILITIES:

The CSA handles all underground-utility location requests received from callers at the speed established by Management. This process includes answering inbound calls, making outbound calls, processing web tickets and retrieving necessary information from each call to accurately complete the locate request procedure.

ESSENTIAL FUNCTIONS:

- Answer all incoming calls to process underground-utility locate requests.
- Enter data retrieved from caller into computerized ticket format using a Windows based program for processing.
- Enter data from online locate requests and walk-in customers.
- Handle general filing.
- Operate varied office equipment, including but not limited to personal computer, copier, postage meter, printers, voice recording equipment, and VOIP phone system.
- Prepare outgoing mail and correspondence, including email.
- Perform other related duties and assignments as required.

COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualities below are representative of the skills and abilities required:

- A consistently positive and helpful attitude toward fellow employees and customers,
- Ability to follow directions and work independently, while contributing to a positive, teamwork-oriented atmosphere,
- Ability to maintain confidentiality with sensitive material,
- Ability to type quickly and accurately,
- Ability to work and communicate effectively with management and coworkers,
- Demonstrated organizational and multi-tasking abilities,
- Proficient use of the English language in both verbal and written communication, and
- Thorough knowledge and understanding of communications with the public.



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SUPERVISORY RESPONSIBILITY:

This role has no supervisory responsibilities.

SOFTWARE USED:

Pelican OneCall; Microsoft Office Products – Word, Excel, Outlook; Miscellaneous programs used for specialized processes within the office.

EQUIPMENT/MACHINERY USED:

Personal Computer; VOIP Phone System; Postage Machine; 10-Key; Voice Recording Equipment; Various Printers, Scanners and Copiers.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- You must have the ability to sit for long periods of time.
- You must have adequate vision and hearing. Duties require frequent phone conversations and viewing a computer screen for long periods of time.
- You must be able to use a mouse and keyboard for long periods of time.
- You must be able to sit, stand, or bend as needed while lifting up to 25 pounds, as this position occasionally requires lifting and transporting files.

OTHER:

- This position involves direct contact with utility personnel, excavators, and the general public. The ability to effectively communicate with outside contacts and internal personnel in a respectful and positive manner is required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- DIGLINE, INC. maintains a drug- and alcohol-free workplace as a condition of employment.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee in this position. Duties, responsibilities, or activities may change at any time with or without notice.