

## **PAID Internship: Office Support**

**Get practical office experience assisting our frontline office staff (Customer Service Reps) with answering the phone, helping with filing, office software, billing, organizing and special projects as assigned. Also help with basic level IT functions such as uploading software updates and troubleshooting computer or software problems. ERPPD has a very friendly customer and team-oriented culture. We will help train you for the office environment with lots of variety. Expect to work hard and have fun!**

### **Description**

Elkhorn Rural Public Power District is looking for an intern with excellent communication and computer experience. The intern will be supporting our office and IT personnel.

### **Responsibilities**

1. Observes all safety rules.
2. Answers incoming calls in a prompt, courteous and efficient manner ensuring that calls are properly and promptly completed.
3. Assist Customer Service Representatives (CSR) personnel with administrative tasks such as filing, scanning documents, organizing file cabinets and storage areas, and other projects as assigned.
4. Assist with special projects - policy updates, business continuity planning manual etc.
5. Utilize Microsoft Access for data mining and constructing reports.
6. Assist IT personnel with security, upgrades and maintenance of individual computers, devices and the computer system for ERPPD.
7. Research options for payment and outage apps and mobile workforce.
8. Assist with Supervisory Control and Data Acquisition (SCADA) and Geographic Information System (GIS) operations.
9. Assist IT and CSR personnel with daily SEDC (customer tracking/billing software) functions and implementation.

### **Requirements**

Applicants should have excellent motivational, communication, customer service and decision making/critical thinking skills. Microsoft Office Suite application proficiency preferred.

### **Majors**

Administrative Professional with office management or computer application emphasis; Business - General; Business Administration; other related fields considered

Contact:

Jennifer Adams, HR Specialist/Corp. Communicator

Phone: (402) 675-2185

email: jadams@erppd.com