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## Customer Service Rep Bilingual L1-2 Pt Spanish, Cantonese, Mandarin and/or Korean

### JOB INFO

- Job Identification: 2095
- Job Category: Customer Service
- Posting Date: 03/25/2025, 11:08 AM
- Locations Flatbush Avenue
- Apply Before 04/30/2025, 11:07 AM
- Job Schedule: Part time
- Job Shift: Regular
- Job Sub Function: Customer Operations - EL
- Job Family: Entry Level
- Minimum Salary: \$25.33
- Maximum Salary: \$25.33

### ABOUT US

#### Mission Statement:

Consolidated Edison Company of New York, Inc. (Con Edison), Orange & Rockland Utilities (O&R), and Consolidated Edison Transmission (CET) employees are required to follow health, safety, and environmental policies, EEO, Standards of Business Conduct, and all other applicable company policy and procedures. We all share a responsibility to advance the company's mission by excelling at our three corporate priorities – safety of our people and the public, operational excellence in all that we do, and ensuring the best possible customer experience.

### JOB DESCRIPTION

Con Edison is seeking part-time Customer Service Representatives to work in our Staten Island Call Center. Selected candidates must possess excellent oral and written communication skills and provide exceptional Customer Service. Selected candidates must

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be professional, courteous and level-headed while resolving customer inquiries in a pleasant manner. Only applicants who are bilingual in English and Spanish, Cantonese, Mandarin, and/or Korean will be considered. Candidates must be able to attend part-time training within various work locations.

## RESPONSIBILITIES

### **Core Responsibilities**

- Required to work Part-Time as a Customer Service Representative.
- Required to work at the Customer Operations Call Center within various location.
- Required bilingual in English and Spanish, Mandarin, Cantonese, and/or Korean.
- Take multiple calls throughout your work day, assisting customers with all inquiries including electric and/or gas emergencies, billing explanation.
- Utilize various computer based systems to access customer accounts and input transactions.
- Analyze customer accounts to address any billing inquiries.
- Hybrid work schedule, please note hybrid work is subject to change.
- Candidates must be able to attend part-time training within various work locations.

## QUALIFICATIONS

### **Required Education/Experience**

- High School Diploma/GED

### **Relevant Work Experience**

- Must be able to respond to direction and work as a member of a team, using PC-based information systems in order to retrieve information to analyze customer accounts. Required
- Must have the ability to interact with customers over the phone, as well as other avenues of contact, in a responsive, productive, and professional manner. Required
- Will need to provide outstanding service in every customer encounter and be an effective communicator. Required
- Proficient bilingual in Spanish, Korean, Mandarin, and/or Cantonese. Required
- Bilingual candidates must pass a language performance test. Required

### **Physical Demands**

- Sit or stand to answer a phone for the duration of the workday
- Sit or stand to use a keyboard, mouse, and computer for the duration of the workday
- Possess manual dexterity and the ability to use hands for the duration of the workday
- Work rotating shifts, including nights, midnights, weekends and holidays

### **Additional Physical Demands**

- Must be able to respond to Company emergencies by performing a System Emergency Assignment to restore service to our customers.
- All applicants must pass all required placement exams.
- Prolonged sitting while answering phones at a computer terminal for the majority of the workday required.

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**EQUAL OPPORTUNITY EMPLOYER**

**EEO Statement:**

Consolidated Edison Company of New York, Inc. (Con Edison), Orange & Rockland Utilities (O&R), and Consolidated Edison Transmission (CET) are equal opportunity employers. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of the individual's actual or perceived disability, protected veteran status, race, color, creed, religion, sex, age, national origin, gender, gender identity, gender expression, genetic information, marital status, sexual orientation, citizenship, domestic violence victim status, or any other actual or perceived status protected by law.

**Technical Difficulty Statement:**

For technical issues, please contact us at [careerconnect@coned.com](mailto:careerconnect@coned.com)

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