

CUSTOMER SERVICE REPRESENTATIVE

DUTIES AND RESPONSIBILITIES

- Deal with customers and prospective customers in taking application for service, in a courteous and business-like manner.
- Interact with customers and potential customers. Promote and sell new and existing product offerings to maintain and improve the public image and competitiveness of the Corporation.
- Enter data accurately to establish and maintain company records.
- Receive trouble reports and over the counter payments.
- Communicate appropriate company practices.
- Be responsible for large sums of cash, keep accurate records, and do general office work.
- Collect unpaid accounts.
- Maintain confidentiality of customer information and comply with CPNI and Red Flag rules.
- Read and understand a variety of facility maps.
- Understand and provision telco switch and various networkable devices.
- Maintain a positive attitude and good attendance and appearance.
- Report and perform work as directed by the Commercial Supervisor and the District Manager in a safe and timely manner.
- Communicate with the public and fellow employees in a pleasant and business-like manner, in person, by telephone, and by e-mail.
- Practice good housekeeping habits at work.
- Work overtime when required.
- Attend training classes when necessary and be able to travel.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Highly motivated and driven to provide exceptional customer service.
- Sales-minded with knowledge of and ability to market available goods and services.
- Ability to work in a fast-paced environment with frequent interruptions.
- Ability to handle upset customers while displaying patience and understanding.
- Display respect and maintain a good reputation in the community.
- Possess good verbal and written communication and self-motivation skills.
- Maintain a level of knowledge to adequately perform job duties in a timely and efficient manner.
- Ability to maintain accurate records, meet deadlines, and pay close attention to detail.
- Ability to operate business equipment including but not limited to personal computer, adding machine, multi-line phone system, fax machine, radio system, printer, etc.
- Comfortable working with and assisting customers with new technology such as smart phones, tablets, other wireless devices, etc.
- Proficiency with Windows, web browsers, and Microsoft Office Suite including Excel, Word, and Outlook.
- Ability to lift and carry 40 pounds.

EXPERIENCE AND EDUCATION

- High school diploma or GED required.
- Education and experience in related field preferred.