

KIT CARSON TELECOM

POSITION DESCRIPTION

POSITION TITLE: Customer Service Representative III

FLSA STATUS: Non-Exempt

APPROVED BY: ____HR____ **DATE:** ____8/3/18____

POSITION FUNCTION

Serves customers by providing product and service information; resolving product and service problems. Under the supervision of the Billing Manager/Customer Service Representative Manager, performs those duties associated with the provision of new service to consumers; the administration of the service order system; and the procedures relating to the receiving and routing of documents concerning the permitting and right-of-way easement process.

DUTIES AND ACCOUNTABILITIES

- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments. Recommends potential products or services to management by collecting customer information and analyzing customer needs. Prepares product or service reports by collecting and analyzing customer information. Contributes to team effort by accomplishing related results as needed.
- Receives consumer account information, verifies completeness and accuracy and enters applicable data into computer system; prepares and submits

required reports based on computer-stored information; as necessary, provides oral and written information to consumers with respect to their account status and service delivery.

- Manage a high volume of customers via incoming calls, walk in, or email
- Identify and assess customers' needs to achieve satisfaction
- Build trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods / tools
- Meet personal / customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.

JOB RELATIONSHIPS

Supervised by the Billing Manager, Customer Service Representative Manager or Assistant General Manager. Effective, respectful and professional interactions with other departmental teams and functions is required.

EDUCATIONAL/EXPERIENCE REQUIREMENTS

Post-high school formal training in basic computer literacy and general business practices is required; some formal course work in public or customer relations is desirable; the incumbent must possess specific prior work experience in positions where computer use, administrative, and consumer relations skills and abilities essential to competent performance of the position's duties have been adequately demonstrated. Strong phone etiquette, handling skills, and active listening. Customer orientation and ability to adapt/respond to different types of characters.

OVERALL RESPONSIBILITIES

Manage a high volume of customers via incoming calls, walk in, or e-mail; Identify and assess customers' needs to achieve satisfaction; Build trust through open and interactive communication; Provide accurate, valid and complete information by using the right methods/tools; Meet personal/customer service team sales targets and call handling quotas; Handle customer complaints, provide appropriate solutions and

alternatives within the time limits; follow up to ensure resolution; keep records of customer interactions, process customer accounts and file documents; follow communication procedures, guidelines and policies; take the extra mile to engage customers; generate sales leads.

SKILLS

Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking, Computer literacy skills, Aptitude to learn about new technology; personal computer, Star2Star, installation tablet, routers, and other technologies used at Kit Carson Telecom.

COMPETENCIES

Proven customer support experience or experience as a client service representative, Track record of over-achieving quota, Strong phone etiquette, handling skills, and active listening, Familiarity with CRM systems and practices; customer orientation and ability to adapt/respond to different types of characters, Excellent communication and presentation skills, ability to multi-task, prioritize, and manage time effectively

WORKING CONDITIONS; PHYSICAL AND COGNITIVE REQUIREMENTS

While most of the position's duties involve sedentary work; performed in an inside office setting, some of the position's duties require travel. Sitting, standing, walking, stooping, bending and lifting of light objects is required. The incumbent must have normal levels of speech, visual and hearing acuity; depth and form perception; and eye-hand coordination. The incumbent must possess and demonstrate the cognitive skills and abilities to perform the following activities on regular basis; read; write; perform mathematical calculations; conduct research/analysis; implement orders/directives; supervise and evaluate the performance of others; train and instruct; develop plans, set goals and assess results; present both written and oral information; persuade, mediate and conciliate; and adjust to constantly changing duties. The incumbent must possess and maintain a valid motor vehicle operator's license and a driving record that insures coverage under the Cooperative's vehicle insurance policy.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time, hourly position. Days and hours of work are minimally Monday through Friday, 8:00 a.m. to 4:30 p.m. with a half hour lunch and two fifteen minute breaks. Occasional evening and weekend work may be expected as job duties demand.

HOW WILL SUCCESS AND CAREER PROGRESSION BE DETERMINED

Although achievement does not guarantee promotional opportunities it is expected that a Level III CSR will 1) achieve the goals set for the entire CSR team and the division, 2) take advantage of the opportunities to learn the job responsibilities of the CSR Supervisor and 3) achieve supervisory-level competence and skill within 18 months of employment. Ongoing performance evaluations and expectations of continued employment will be contingent on meeting those objectives.

OTHER INFORMATION

The foregoing position description is not limiting nor is it all-inclusive of the duties to which an incumbent employee may be assigned. In order to ensure maximum workforce flexibility and efficiency, to promote cross-training among positions, and to meet changing business needs, employees will be assigned to such differing and additional duties as are deemed necessary or desirable by the CEO and Board of Trustees.

SPECIFIC TASKS

Customer Service: Level III

Assist Customers

- Complete new application process
- Research 2014 application status
- Clerical (filing, e-mail response, return phone calls, etc.)
- Basic trouble shooting (i.e. make sure router has power, re-boot router)
- Have in-depth knowledge on the products and services offered by the company

Billing System

- Customer Account Inquiry (contact information, account balances, packages/services)
- Account Changes (i.e. update contact/billing information)
- Process payments
- Balance payments received
- Generate and comprehend all data reports necessary to perform job duties and responsibilities
- Set up auto-pay
- Generate service/trouble tickets
- Create notes and track customer transactions/history
- Assess customer account in depth
- Scan and attach account documents (contracts, non-tax docs, etc.)
- Navigate site map
- E-mail invoices, account statements, etc. through VISP system
- Apply Stand by feature
- Activate packages and services on customer accounts
- Create Invoices
- Suspend Account Services
- Make adjustments (credit/debit)
- Understand transaction process and affect in reporting system
- Process returned checks, reject transactions, refunds, etc.
- Create filters and generate mass e-mails through VISP systems
- Set Invoice Defaults
- Tailor System Settings

While there are circumstances beyond our control, each customer (phone call, e-mail, or walk-in) should be handled efficiently in approximately 10 minutes or less per customer.

Employee must have the knowledge and understanding to perform all functions outlined above, accurately and efficiently.

All customers should be assisted up to the level of customer service noted above. Only in the cases of specific needs are customers to be referred to I/T, Estimate Process, Scheduling, Engineering or Management, etc.