**Leaco Rural Telephone Cooperative, Inc.**

**Job Description**

**Job Title:** Customer Service Representative

**Reports To:** Customer Relations Manager

**FLSA Status:** Non-Exempt

**SUMMARY**

The Customer Service Representative is involved in all aspects of customer relations, from the initial contact to assisting with inquiries, and problems in service, billing, nonpayment, and final disconnection of an account. The Customer Service Representative also provides technical support for internet customers to help determine solutions. The Customer Service Representative provides support and assistance in the resolution of routine customer questions/problems with company products/services, and some maintenance of service order/trouble tickets.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned or be changed.

1. Good understanding of company products / services
2. Communication on day-to-day service problems with subscribers and community including, business customer support, residential customer support, and installation/repair inquiries and set-up
3. Assists with account and billing inquiries and follows up with new customers to verify account information
4. Requests follow-up information from customers regarding their perceived satisfaction with service performance
5. Assists with collections/contacting customers on nonpayment of bills
6. Through Trouble Reports assists other departments in resolving customer problems
7. Provides systems support for customer products and services including; troubleshooting, diagnosing, resolving, and documenting
8. Provides timely resolution of problems or escalation on behalf of customers to appropriate next level of technical support personnel in alignment with established company procedures
9. Maintains and updates records in company systems and alerts management to emerging trends in incidents, problems, or issues
10. Responsible for the distribution of mail, messages, documents, and packages
11. Responsible for receiving cash, checks, and credit card transactions from customers, recording accurate transaction amounts, and daily balancing of payments
12. Provides assistance as required by other departments to promote customer satisfaction for all services provided, or any other responsibilities required by the Customer Relations Manager

**CORE COMPETENCIES**

* Work in a team-based environment with the ability to function with independent discretion
* Good problem solving and troubleshooting skills
* Knowledge of company rates, procedures, cash transactions, accounting procedures and service offerings
* Basic understanding of telecommunications wireless terminology, subscriber / community concerns, and changes in regulation and the marketplace
* Strong attention to detail and follow up skills; customer focused and results oriented attitude
* Strong oral and written communication skills
* Willingness to coordinate and work with others

**SUPERVISORY RESPONSIBILITIES**

None.

**EDUCATION and/or EXPERIENCE**

High School diploma or equivalent. Knowledge and skills usually acquired through two years of experience in commercial office and customer relations is required.

**WORK ENVIRONMENT**

The usual work environment is typical of an office environment. Travel is required infrequently, but employees may be required to work in different office locations, as needed. While performing the duties of this job, the employee is regularly required to sit, see, talk, and hear. The employee frequently is required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee must expect to occasionally lift and/or move heavy items. Specific vision abilities required by this job include close vision, and ability to adjust focus. The noise level in the work environment is usually moderate with no material or weather-related hazards except those associated with travel.

**EMPLOYEE ACKNOWLEDGEMENT/SIGNATURE:**

I have reviewed, understand, and can perform the essential functions of the position

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***Print Name Signature Date***

**Leaco Rural Telephone Cooperative, Inc. is an Equal Opportunity Employer**

***This Job Description is to be used as a guide for accomplishing Company objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.***