

North Dakota Telephone Company Job Description

Job Title: Customer Service Representative
Department: Business Office
Reports To: Business Office Supervisor
FLSA Status: Non-Exempt
Prepared By: Human Resource Dept.
Prepared Date: Revised 05/08
Approved By: General Manager
Approved Date: 05/08

SUMMARY Customer Service Representatives (CSR) will provide quality customer service, perform assigned duties, and assist the Supervisor in the day-to-day operations of the department. Business Office CSR's may also be assigned to any of the other following departments; DART Center, Marketing, or Network Engineering.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Possess strong communication and telephone etiquette skills.

Greet the public in person or by telephone in a prompt, courteous and professional manner.

Talk with customers by phone or in person and receives orders for installation or reconnection, discontinuance, or change in service.

Promote sales of new or additional services, including DSL; video services; cellular service; equipment and products and provide related support to phone customers as well as walk-in customers. This includes responsibility for maintaining a small inventory.

Receive cash from customers across the counter and by mail. Responsible for balancing cash drawer and accuracy of all cash transactions and associated reports.

Post all payments to customer accounts.

Process and maintain customers on pay-by-bank option and credit card options.

Fill out contract forms, determines charges for service requested, collects deposits, prepares change of address records, issues discontinuance orders, handles routine applications of tariff, and processes office work connected with publication of directories.

Keep directory assistance records updated on a regular basis.

Process directory changes, informational pages of directory and proof final directory.

Adjust complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.

Check credit references on customers; sends collection letters and disconnect letters for non-payment; works monthly cut-offs and with collection agencies; and maintains written off accounts.

Process customer telephone billings.

Install and maintain internet logins (e-mail addresses); junk e-mail filters; and virus protection software.

Set up conference calling for customers and maintain records for billing.

Investigate returned mail on customer accounts.

Investigate toll problems.

Process paperwork to disconnect AT&T calling cards.

Load all North Dakota Long Distance (NDLD) ani's (Automatic Number Identification) and account codes.

Promote and sell NDLD long distance service and other associated products.

Process all LOA's (Letter of Agency) from carriers.

Load all IVUE upgrades and maintain daily back-up of system.

Maintain and update monthly reports assigned by management.

Along with the Marketing Dept., assist in brainstorming and carrying out various promos throughout the year.

Design and produce informational/instructional pamphlets and brochures with coordination from Marketing Supervisor.

Process bar coding and address reports.

Work with Verisign loading customer call blocks and caller name information.

Handle all work with discretion and confidentiality.

Possess ability to prioritize work, meet deadlines and work well with customers, co-workers and supervisors.

Perform other duties and responsibilities as required to fulfill job function or as assigned by management.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Knowledge and proficient use of computers is required with willingness to expand knowledge through on the job training and course study to be identified by the Supervisor.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and simple correspondence. Ability to effectively present information to customers, clients, or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS.

Valid Driver's License Required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop and crouch. The employee will occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.