

North Dakota Telephone Company  
**Customer Service Representative**

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**Department:** DART (Dispatch, Assign, Repair, Test)

**FLSA Status:** Non-Exempt

**Job Status:** Full Time

**Reports To:** Customer Service Supervisor

### **POSITION SUMMARY**

Customer Service Representative (CSR) answers customer service repair calls, investigates trouble reports regarding services, maintains trouble logs and notifies Customer Services Department of daily installations, removals and all changes affecting billing. Establishes and maintains recordkeeping of plant accounts and central office equipment records. Performs programming of various telephone services in the Central Office switch and associated equipment.

### **ESSENTIAL FUNCTIONS**

#### **Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### **Essential Duties and Responsibilities**

Duties may include, but are not limited to, the following and may vary somewhat from position to position within a class.

- Provide excellent customer service by responding promptly, courteously, and professionally to all customer inquiries by phone, in person, mail or electronically.
- Answers customer service repair calls and investigates trouble reports on telephone, data and video.
- Tests and dispatches trouble reports to ensure service is restored to the satisfaction of the customer.
- Assigns equipment or plant facilities to complete service orders or trouble tickets.
- Prepares and posts to work orders and service orders all pertinent information necessary for plant personnel to locate and make proper installation of plant facilities and equipment.
- Makes appointment with customers for access to their premises to perform service or trouble calls.
- Notifies Customer Services Department of daily installations, removals, and all changes affecting billing.
- Maintains trouble reporting procedures and inputs the data into the computer to obtain the required monthly and annual trouble reports.
- Performs programming of various telephone services in the Central Office switch and other equipment, including data and video equipment as necessary.
- Performs assigned work in connection with the establishment, issuance, control and recordkeeping of all plant accounts and central office equipment records.
- Updates maps, plant records, and central office records and all material and pertinent information from work and service orders.
- Assist in maintaining 911 database.
- May assist Engineering Department in the operation of Computer Aided Design (CAD) or GIS mapping.
- Performs dispatch duties when so assigned. This is assigning orders, trouble tickets and locates to proper personnel. Sets up schedules for the department.
- Work schedule is Monday through Friday and Tuesday through Saturday on a rotational basis.
- Works with third party vendors to resolve issues with deployed equipment.
- Performs On-Call duty when implemented and assigned by the Company.
- Perform all other related duties as assigned by management.\*

\* These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **POSITION QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform this job successfully.

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Exhibits discretion and keeps customer and Company matters confidential.
- Projects a positive attitude and can adapt to a rapidly changing environment.

- Demonstrates strong communication and telephone etiquette skills.
- Can effectively use MS Word, MS Excel and Company specific software programs related to job duties.
- Maintains working knowledge of Company products and services.
- Knowledgeable of all Company policies/procedures, including safety policies and adheres to them.
- Skilled in using personal computer and related software, copier, calculator; phone system and fax machine.
- Possesses excellent organizational skills and pays close attention to detail.
- Ability to work with frequent interruptions.
- Skill in identifying problems and resolutions.
- Skill in writing routine reports and correspondence.
- Ability to maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Ability to apply common sense understanding to carry out written, oral or diagram form instructions.
- Ability to make sound decisions using information at hand in a timely manner and in accordance with established company policies and procedures.
- Accepts responsibility for decisions, conduct and actions.
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons.
- Ability to read, interpret and understand documents, manuals, reports, forms and maps.
- Ability to work in a fast pace environment while prioritizing and completing multiple projects accurately within given timelines/deadlines.
- Ability to communicate and present information effectively, both in writing and in speaking, with customers, employees, and various business contacts in a courteous and professional manner.
- Ability to work independently and function effectively as a part of a team.
- Ability to sit or stand for long periods of time entering data at a computer.
- Demonstrates dependability through good attendance and adherence to timelines and schedules.
- Ability to travel overnight occasionally for training, meetings, and conferences.

### **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.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Drivers License and maintaining insurability under the Company's insurance plan is required.

### **PHYSICAL DEMANDS / WORK ENVIRONMENT**

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 use hands to finger, handle, or feel; talk; hear; see; and sit (or stand). The employee frequently is required to walk and occasionally required to reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

The noise level in the work environment is usually quiet. Lighting and temperature are adequate. Eye strain may be a factor with considerable work on a computer.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel in this classification. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.