

North Dakota Telephone Company
Customer Service Supervisor

Department: Customer Service
FLSA Status: Exempt
Job Status: Full Time
Reports To: Marketing Manager

POSITION SUMMARY

Responsible for the daily operations of the Customer Service Department and the DART Center.

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

- Directs and supervises daily operations of the Customer Service Department and the DART Center by assigning work, checking quality of work, answering questions, scheduling employee training, handling personnel issues and monitoring work flow to ensure timely completion of activities.
- Establishes and implements customer service and public relations policies to ensure quality customer service and subscriber satisfaction.
- Resolves difficult customer issues and problems.
- Responsible for all tasks associated with subscriber billing.
- Oversees employee concessions.
- Oversees IVUE current and future software and related applications as they pertain to the Customer Service Department and the DART Center.
- Completes necessary reports as needed for toll and any other related tasks applicable to NDTC long distance traffic.
- Oversees all steps necessary for compilation and publishing of telephone directory.
- Keeps current on regulatory matters, files all necessary reports, ensures changes/updates are implemented and department employees are trained regarding changes/updates.
- Works with Marketing department on development, proofing, and printing of NDTC marketing materials and promotions.
- Performs all other related duties as assigned by Marketing Manager or 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

Directly supervises employees in the Customer Service Department and the DART center. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

POSITION QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of telecommunications industry, technology, products and services.
- Knowledge of company policies and procedures.
- Skill in reading and understanding industry regulations and proposed legislation.
- Skill in oral and written communication.
- Skill in identifying and resolving subscriber problems.
- Skill in operating various office equipment such as personal computer, calculator, copier, fax, etc., various software programs related to job duties, and telephone systems.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.

- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.
- Ability to effectively present information to top management, employees, and/or public groups.
- Ability to travel overnight as applicable for training, meetings, and conferences.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from a four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience.

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.