

Copper Valley Telephone Cooperative

Position Title: Customer Service Representative	Department: Customer Care
Reports To: Customer Experience & Marketing Manager	FLSA Status: Non-Exempt

General Summary:

Provides excellent customer service to members and customers by consulting about products, services, pricing and availability. Sells wireless handsets and devices. Processes service orders for new service, disconnects, and changes to customer accounts. Receives payments and posts to customer accounts. Balances cash drawer and prepares deposits. Assists with collection of past due accounts. Performs various clerical and commercial duties.

Essential Job Functions:

- Provides excellent customer service to members and customers by consulting about products, services, pricing and availability; closing sales for new and upgraded services; making outbound sales calls; responding to customer requests and questions; providing customer account information; and maintaining retail store spaces and displays according to company standards.
- Sells wireless handsets and devices by assisting customers in selecting appropriate device according to their needs. Utilizes software and hardware tools to program and deploy devices. Troubleshoots customer problems as needed.
- Processes service orders for new service, disconnects, and changes to customer accounts. Routes service orders to appropriate departments. Ensures application forms and membership records are complete. Reviews deposits, membership, installation fee tariffs, and billing information with members. Assigns telephone numbers to new service.
- Receives customer payments, posts payments to customer accounts, balances cash drawer daily and prepares customer receipt deposits. Processes returned checks as needed. Distributes, documents and replenishes petty cash.
- Performs clerical and commercial duties including maintaining supply inventory, archiving documents using electronic system, preparing correspondence, and filing various documents.
- Performs 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.

Knowledge, Skills, and Abilities:

- Knowledge of features and functionality of wireless devices.
- Knowledge of cash till operations.
- Knowledge of CVTC system area, facilities, bylaws, directory information requirements, membership types and classes, interexchange carriers available, and outside database relationships.
- Knowledge of tariffs and their applications.
- Knowledge of company policies and procedures.
- Knowledge of company products and services and their application to residential and business customers.
- Skill in operating various office equipment such as personal computer, printer, typewriter, postage machine, fax machine, copier, shredder, email, and telephone systems.
- Skill in accurately accounting for and balancing receipts.
- Skill in comprehending and selling various communication technologies.
- Skill in oral and written communication.
- Skill in dealing with difficult customers.
- Skill in operating Microsoft applications including Word, Excel, Outlook, and Explorer.
- Ability to perform six digit addition, subtraction, multiplication and division calculations at average or better speed.
- Ability to make accurate and proper change from amounts tendered, process payments, and administer petty cash.
- Ability to read system maps.
- 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 work in a fast paced environment with frequent interruptions.
- Ability to type a minimum of 45 wpm.

- Ability to type 150 digits per minute with 0 errors.
- Ability to maintain confidentiality.
- Ability to sit in front of a computer monitor and type or enter data for long periods of time.
- Ability to access files in cabinets ranging from floor level to overhead.

Education and Experience:

High School diploma or equivalent plus 2 years office/clerical and customer service experience.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport materials weighing up to 25 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc. This position has good working conditions with the absence of disagreeable conditions.

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 so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.