

# Job Description

**Job Title:** Customer Service Representative

**Reports To:** Customer Service Supervisor and Customer Service Manager

**FLSA Status:** Non-Exempt

**Department:** Customer Service

**Location:** Corporate Office

**Prepared By/Date:** Stan Johnson, Director of Operations

**Approved By/Date:** Director of Human Resources

## **Summary:**

Interviews customers and records interview information into computer for customer service by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Talks with customers by phone via in-bound or out bound methods and receives orders for installation, turn on, discontinuance, or change in service.
- Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders.
- Solicits sale of new or additional services.
- Adjusts complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Contacts customers at their place of residence to investigate conditions preventing completion of service connection orders and to obtain contract and deposit if required.

## **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/Experience:**

High school education; or up to six months related experience or training; or equivalent combination of education and experience.

## **Language Ability:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## **Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Order processing systems.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

**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.

Specific vision abilities required by this job include Close vision. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.

\_\_\_\_\_  
Customer Service Representative (Print Name/Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Service Manager (Print Name/Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Operations (Print Name/Signature)

\_\_\_\_\_  
Date