



Position Title: Customer Experience Representative

FLSA: Non-Exempt

Reports to: Customer Service Supervisor

Direct Reports: No

General Summary:

The Customer Experience Representative assists customers in determining and obtaining their voice, video, security and broadband needs. The CXR promotes and sells products and services offered by NCC while finding the optimal solutions for customers. The CXR will process service orders to ensure correct billing each month and support customers with troubleshooting, billing questions and other member inquiries. Each essential job function described below is within the scope of the Customer Experience Representative's duties with actual job assignments and percentages of time varying depending on the Cooperative's needs at a given time or location.

Essential Duties & Responsibilities:

- Responsible for obtaining and maintaining knowledge about NCC's products and services in order to promote and sell all products and services to existing and potential customers.
- Responsible for customer and technician troubleshooting from the business office.
- Obtain service orders from new and existing customers to accurately arrange for the service sold or requested in a timely way. Examples of tasks include: research of products and services offered, obtain knowledge of pricing and best profit offerings of the Cooperative, communicate with customer in person, via telephone or email to describe the services available (telephone, video, broadband, security), explain calling plans/rates/features, ask questions to clarify needs, market products and services including cross selling of all services, obtain completed application including signature, process changes or renewals, obtain payment or arrange terms for future billing, enter information into computer needed to proceed with service, answer member's questions and provide instruction on use of services.
- Provide assistance to calling or walk-in customers including customer service or trouble reports, payments or concern or complaint handling. Examples of tasks include: receive payments, give proper receipts (e.g., payments, deposits, sale or return of equipment), research questions or calls on bills, record payments, provide change, and arrange sale or lease transaction of telecommunications-related products or services, handle incoming calls and place outbound calls.
- This position has the responsibility to listen, respond and work to resolve customer issues, complaints or concerns and to create a great experience for each customer.
- Complete customer activation, reactivation and other tasks using computer resources available, to ensure highest possible levels of customer satisfaction and company efficiency.
- Market, sell and arrange for the delivery of company products, schedule installs and services using service order process, billing system recording, and interpersonal skills to facilitate positive interaction.
- Activate or deactivate customer accounts, monitor usage and take appropriate action relative to high usage or other issues related to service. Examples of tasks include: describe features and options to customer, complete action required to activate customers, process and activate services, review usage reports and take appropriate action related to high usage or other issues.
- Utilize a customer service order activation workflow to ensure orders are processed with needed accuracy.

- Perform administrative and cash handling duties, as required. Examples of tasks include: open or close office, balance cash drawer and related records, deposits, obtain change from bank as needed, order supplies, make satisfactory deferred payment arrangements with customers, assist with collection of delinquent accounts, secure office/cash drawer/petty cash, and assure that the facility is safe and professional in appearance for employees and customers.
- Responsible for the recording of accurate directory listing information for inclusion in the company telephone directory.
- Responsible for the accurate recording and disbursement of member capital credits. Examples of tasks may include, recording of customer information, account activity, account allocation, board distribution announcements, payment of estates, and check distribution and reconciliation.
- Performs all other duties as directed by management.

Knowledge, Skills and Abilities:

- Attend required meetings and participate in training or related assignments.
- Good written and oral communication skills are a must.
- Seek assistance, advice or a decision from management when situations arise which are outside of the scope of normal duties or require a decision or response which employee is not trained or authorized to make.
- Maintain knowledge and promote products, services, procedures and office equipment.
- Maintain a positive and enthusiastic presence and participate in training and self-education related to products and services offered by company.
- Represent the company at various public functions as assigned.

Education and Experience:

High school education plus 1 additional year of office, sales or customer service training. Post-Secondary education is preferred.

Must have knowledge of and willingness to learn computer related skills necessary in the performance of duties.

Physical Requirements:

Must be able to remain in a stationary position a majority of the work day and occasionally move about office setting to access office equipment. Positioning self to maintain files, the ability to move items across the office, the ability to observe details at close range and communicate information with others are necessary to the position.

Working Conditions:

The working environment is generally favorable. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Job involves sitting most of the time and if walking and standing are required, only occasionally. **Note:** The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.