



Position Title: Customer Experience Representative

FLSA: Non-Exempt

Reports to: Customer Service Supervisor

Direct Reports: No

General Summary:

The Customer Service and Sales Representative assists customers in determining and obtaining their telecommunications, video, Internet and related needs and promotes and sells products and services offered by the NCC. The CSSR will process service orders to ensure correct billing each month and support subscribers with troubleshooting. Each essential job function described below is within the scope of the Customer Service and Sales Representative's duties with actual job assignments and percentage 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 the company'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 company, communicate with customer in person or over the telephone to describe the services available (telephone, video, Internet, security), explain calling plans/rates/features, ask questions to clarify needs, market products and services including cross selling of all services (including competitive carrier bill comparisons), 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 customer'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, and handle incoming calls.

- This position has responsibility to listen, respond and work to resolve customer issues, complaints or concerns.
- 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 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 flowchart 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 memberships, account activity, account allocation, board distribution announcements, payment of estates, and check distribution and reconciliation.
- Performs all other duties as directed by management*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 10% of time spent. However, these tasks still constitute important performance aspects of the job

Knowledge, Skills and Abilities:

- Attend required meetings and participate in training or related assignments.
- 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 of 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. Must have knowledge of and willingness to learn computer related skills necessary in the performance of duties.

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.