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**Customer Service Representative**

**Department:** Telecommunications  **FLSA:** Non-exempt

**Reports to:** Telecommunications Director

**GENERAL DESCRIPTION**

Under the general supervision of the Telecommunications & Utilities Director the position performs a variety of administrative duties for the Telecommunications and Utilities Department as well as interacting with customers via telephone, electronically and in person to provide information in response to inquiries about product and services. This position is also responsible for collecting and applying payments for the department.

**ESSENTIAL JOB FUNCTIONS**

General Duties

* Assist with the opening and sorting to Town Departments mail
* Greet customers and answer both Telephone and Electric calls coming into the multi-phone lines
* Reroute any non-Electric/Telecommunications calls to the correct dept. of the town
* Accept and process payments via mail, telephone, walk in traffic, drop box and payment shoot
* Collect applicable deposits for both telecommunications and electric
* Conduct pre-cut off payment collection calls to both residential and business subscribers
* Act as back up Pro Recovery Consultants for written off accounts up to $50.00
* Receive, audit and code various monthly invoices for processes you are responsible for
* Schedule and set-up conference room meetings when requested
* Act as back up to the SR. CSR whom is responsible for the office supply ordering
* Compile and mail out new welcome packets to newly established customers you have booked
* Provide notary, copy and fax service to the public requesting this service and charge the appropriate rates

Telephone

* Establish new phone orders
* Responsible for building sales of both residential and commercial telephone
* Address a variety of customer issues
* Resolve and/or handle customer related issues
* Address and adjust third party billing in Elations
* Process telephone orders involving rate plan change, feature additions
* Responsible for reviewing orders for accuracy
* Call local business for future disconnection
* Act as back up to Sr. CSR to Execute local number portability requests
* Act as back up to Sr. CSR to Release, activate and disconnect numbers with JSI
* Act as back up to the Sr. CSR to oversee the porting in and porting out process
* Communicate with other service providers on their porting process and how to comply
* Complete Local Service Requests and Customer Service Record requests
* Act as back up to the Sr. CSR to complete monthly audits for Citizens and NECA
* Apply lifeline certifications to accounts
* Act as back up to Sr. CSR to Upload MSAG and TeleCordia files into Elations
* Review and process toll free number applications
* Act as back up to Sr. CSR to Audit ANPI and Citizens monthly invoices
* Receive and process PIC change requests
* Coordinate promotional events for both phone and internet
* Act as back up to the Sr. CSR for completing the monthly Audit and creation of a report for CLEC and ILEC monthly service orders
* Send out CPNI letters

Internet

* Adjustment to Pineville Telephone’s NECA account for internet orders
* Audit for customer contract expiration
* Generate and issue customer download violation letters as assigned
* Enter customer information into User Management and Vision Net

IPTV

* Learn and successfully sell the IPTV product to prospective and existing customers
* Learn to successfully troubleshoot the remote control troubles over the phone before they are escalated to a technician
* Learn to do preliminary troubleshooting of simple set top box issues over the phone before they are escalated to a technician
* Act as back up to the Sr. CSR so that you can scan in incoming set top box and DVR stock into the billing system so it can be selected when they are placed into service

Electric

* Responsible for entering new service orders and disconnection orders in the billing system electric service for both residential and commercial customers
* Complete locates reported by both residential and commercial customers
* Complete various work orders reported by both residential and commercial customers requesting various needs in Pineville regarding their Electric
* Follow-up on meter re-read checks for customers inquiring about their usage
* Address customer issues regarding billing errors and electric usage
* Enter into the billing system and information provided by the customer such as Records changes name, address, email address, contact numbers and forwarding addresses

Perform related tasks as required

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the policies and procedures that govern telecommunications and utilities; knowledge of customer excellence philosophy and standard modern office administrative practices and procedures; ability to multi-task in a high pace environment; effectively communicate with customers and provide 100% customer excellence; ability to use tactical judgment; ability to prioritize and take initiative; ability to effectively communicate both in writing and orally; ability to enter data correctly into system; ability to research and understand basic math concepts; working knowledge of standard applications such as, but not limited to Microsoft Word, Excel and Outlook; ability to maintain effective working relationships with superiors, colleagues, customers and the general public

**EDUCATION AND EXPERIENCE**

High School Diploma and one to two years of customer service and or accounts payable experience

**PHYSICAL REQUIREMENTS**

Must be able to perform the basic life operational functions of fingering, talking, hearing and repetitive motions

Must possess the visual acuity to prepare and analyze data and figures; take and transcribe notes, operate a computer terminal and do extensive reading and determine the accuracy, neatness and thoroughness of work assigned

Must be able to perform sedentary work exerting up to 10 pounds of force frequently and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**