Job Title: Customer Service Representative

Grade:

Reports To: Director of Marketing and Sales / Manger of Fiber Assets

Directs: None

Work Hours: 8:00 AM to 5:00 PM or as directed

**RESPONSIBILITIES:**

1. Initiate and nurture strong relationships with empower customers, promoting a continued positive business relationship.
2. Continually assess and address all service issues including billing and quality of service to ensure a continued high level of customer service and satisfaction, working within the guidelines of empower and all departments therein to meet the needs of the customer.
3. Will work with residential accounts in the areas of broadband needs for new and existing homes.
4. Maintain records of commercial accounts, contacts, and other pertinent information.
5. Communicate technical information to business customers, chambers of commerce, community and trade association groups.
6. Market new products and services consistent with em**power**'s plan for strategic growth and business development.
7. Will receive and process payments from customers and prepare bank deposits.
8. Will work with all departments to resolve inquiries/field investigations or customer contacts including but not limited to billing concerns, equipment related issues, quality of service, and television or telephone related issues.
9. Will work flex hours as needed in order to accommodate customers with highly demanding service and support requirements.
10. Recommend improvements which may be made in practices, methods and procedures within the area of this job responsibility.
11. Will develop an increasing understanding and support of empower; will protect and enhance the reputation and public image of empower and its staff; will contribute in every possible way to high morale, team work, and helping others obtain job satisfaction; will provide maximum assistance and support to supervisors and department managers.
12. Will perform other duties as assigned and is subject to emergency call-out.
13. WILL OBSERVE ALL SAFETY RULES.

**KNOWLEDGE SKILLS**

1. Ability to communicate with customers in person or by telephone.
2. Ability to communicate and work with other employees.
3. Ability to operate business machines such as calculator, computer terminals, copiers, fax machines and other equipment as assigned.
4. Ability to understand and interpret empower policies, procedures, and programs to effectively carry out job duties.

**EXPERIENCE/EDUCATION**

1. High school diploma or equivalent required.
2. Experience/training in use of computers, copiers, calculators.
3. Knowledge of company policies, procedures and requirements.
4. Experience in meeting and dealing with people in a business setting preferred.
5. Past work history/experience in the telecom industry preferred.

**ATTITUDE**

Must be interested in aiding both customers and fellow employees and in succeeding.

**WORKING RELATIONSHIPS**

Ability to work closely with Director of Marketing and Sales and Manager of Fiber Assets to attain the goals that have been set for this position.

Ability to work with all customers to better serve their needs.

Ability to work with other personnel relating to the business of em**power**.

**PERSONAL CHARACTERISTICS**

Must be able to perform the essential elements of the position of Customer Service Representative competently, following a training period of not to exceed six months. Must possess personal characteristics which will make the employee a productive work team member, including high integrity, good personal habits and regular attendance at work. Should be friendly and able to meet people easily and adjust to different personalities. Should be able to gain and maintain respect of others, both inside and outside of the organization.

**PHYSICAL CHARACTERISTICS**

Work of position is generally varied. Position requires limited physical exertion. There are opportunities to relax from any physical exertion or to change positions in work activities.

**WORKING CONDITIONS**

Work is generally performed in the office.

**TRAINING**

Training may be done in Jonesboro office under the direction of the Director of Marketing and Sales and/or Manager of Fiber Assets.

Accepted by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee

Accepted by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department Manager