

## **Polar Communications Job Description**

**Job Title:** Customer Service Representative  
**Department:** Service Center  
**Reports To:** Customer Service Supervisor  
**FLSA Status:** Nonexempt  
**Prepared By:** Human Resources  
**Prepared Date:** Revised: 11/06  
**Approved By:** Business Development/Customer Care Manager  
**Approved Date:** 11/06

### **SUMMARY**

Ensures orderly response to customer service requests. Records information into computer for customer service by performing the following duties.

### **SPECIAL CONDITIONS**

The employee performing in the position will be directly responsible to the Customer Service Supervisor. In his/her absence the employee shall be responsible to the Business Development/Customer Care Manager. The employee shall cooperate and work with all other departments for the maximum benefit of the company or as directed by the Customer Service Supervisor.

The employee shall work no more than a 40 hour week, as scheduled by the Customer Service Supervisor. This position does qualify for overtime. The compensation is to be determined within the confines of the wage scale established in the prevailing labor contract.

The employee shall adhere to approved published company policies and receive all benefits and privileges cited therein. Comply with all RUS specifications and industry standards.

This employee must possess an exceptional positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Receives and answers customer inquiries regarding: telephone services, CATV, cellular/pager, billing questions, and Internet service regarding rates and equipment.

Answers all incoming business and trouble line calls.

Records and routes messages left on Voice Mail.

Responsible for providing backup for 3 Cable TV Ad Channels.

Cellular Phones/Pagers: Be responsible for sales, programming, and customer billing issues.

Responsible for maintaining all three telephone directories (updating, proof reading, etc.).

Responsible for all DBSend programs (911, lidb, Cnam, DA updates).

Maintain Oasis Log and Switch updates.

Set up and maintain billing accounts for dial-up and High Speed Internet accounts, utilizing LDAP, Helpdesk, Secure IT and any other necessary forms and/or software to maintain user accounts.

Record and maintain records of whiz tickets, cash drawer, sales of equipment, etc.

Input, dispatch, clear, and review all service orders, trouble tickets, and cable locates ensuring accurate record keeping on all phases and types of the service orders (membership, customer information, billing, carriers, calling cards, all plant information, equipment, directory, 911, Lidd, membership, etc.).

Enter necessary data to the switch for all service order changes when necessary.

Maintain all service order and trouble ticket tables (available phone number, member number, etc.).

Responsible for receiving and dispatching trouble reports, cable locations, service orders, and job orders. Clearing same and directing job activities of employees in the field.

Utilize Martin & Associates software (report writer, subscriber reporting, trouble reporting, service and plant orders).

Be capable of typing with the degree of proficiency necessary for all correspondence, record keeping, and data entry required of this position.

Possess a neat appearance for meeting the public on a daily basis.

Be responsible for any other additional duties assigned by the Customer Service Supervisor or Business Development / Customer Care Manager.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **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. Individual must also possess proficient computer knowledge and use.

### **EDUCATION and/or EXPERIENCE**

Bachelor (B.A.) degree from an accredited university/college or Associate degree (A.A.) from college/technical school plus two or more years of related experience and/or training; or equivalent combination of education and experience that would provide the required knowledge, skills and abilities.

### **LANGUAGE SKILLS**

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.

### **MATHEMATICAL SKILLS**

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 instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Maintain a valid Driver's License.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.