

## Polar Communications Job Description

**Job Title:** Customer Service Representative  
**Department:** Marketing Department  
**Reports To:** Customer Service Supervisor  
**FLSA Status:** Nonexempt  
**Prepared By:** Human Resources  
**Approved By:** Chief Marketing Officer  
**Approved:** 01/01/2018

### **SUMMARY**

The Customer Service Representative ensures orderly response to customer service requests and records information into computer for customer service by performing the following duties.

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 Chief Marketing Officer. 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. Must 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 to the Service Center and backup Receptionist when needed.
- Records and routes messages left on Voice Mail.
- Is responsible for providing backup for Cable TV Ad Channels.
- Is responsible for maintaining all telephone directories (updating, proof reading, etc.).
- Is responsible for all distribution programs (911, lidb, Cnam, DA updates).
- Maintains SDP and Switch updates.
- Provides Level 1 technical support to customers utilizing general technical knowledge of Polar services. Utilizes software tools of the billing system or third party vendors as needed.

- Sets up and maintains billing accounts for all Internet services, utilizing LDAP, Helpdesk, Secure IT and any other necessary forms and/or software to maintain user accounts.
- Inputs, dispatches, clears, and reviews 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, all plant information, equipment, directory, 911, Lidb, membership, etc.).
- Enters necessary data to the switch for all service order changes when necessary.
- Maintains all service order and trouble ticket tables (available phone number, member number, etc.).
- Is responsible for receiving and dispatching trouble reports, cable locations, service orders, and job orders. Responsible for initiating and clearing service orders as well as updating, assigning and maintaining technician schedules.
- Is proficient with Innovative Systems software (subscriber reporting, trouble reporting, service and plant orders).
- Possesses typing 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.
- Completes other duties as assigned by Customer Service Supervisor and Chief Marketing Officer.

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

#### **QUALIFICATIONS**

- Advanced ability to communicate effectively in both written and oral format.
- Ability to follow written and oral instructions.
- Considerable knowledge of the Company's billing and financial software.
- Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

#### **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.

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

NA.

## PHYSICAL DEMANDS

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.				X
Hearing: Must be able to hear well enough to communicate with Employees and business contacts. The noise level in the work environment is usually moderate.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift, pull and/or push up to 25 pounds.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.