

Customer Service Representative

Summary

Job Title

Customer Service Representative

Department

Service Center

Description

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 Operating 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.

Reports to: Customer Service Supervisor

FLSA Status: Nonexempt

Prepared By: Human Resources

Approved By: Chief Operations Officer

Approved Date: 9/6/22

Requirements

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 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.

N/A

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

By signing below I am indicating that I have read the essential requirements and responsibilities for this position.

Signature

Date

Key Responsibilities

Results

ESSENTIAL DUTIES & RESPONSIBILITIES 100%

1. Receives and answers customer inquiries regarding: telephone services, CATV, cellular/pager, billing questions, and Internet service regarding rates and equipment.
2. Answers all incoming business and trouble line calls to the Service Center and backup Receptionist when needed.
3. Records and routes messages left on Voice Mail.
4. Is responsible for providing backup for Cable TV Ad Channels.
5. Is responsible for maintaining all telephone directories (updating, proof reading, etc.).
6. Is responsible for all distribution programs (911, lidb, Cnam, DA updates).

7. Maintains SDP and Switch updates.
8. 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.
9. 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.
10. 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.).
11. Enters necessary data to the switch for all service order changes when necessary.
12. Maintains all service order and trouble ticket tables (available phone number, member number, etc.).
13. 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.
14. Is proficient with Innovative Systems software (subscriber reporting, trouble reporting, service and plant orders).
15. Possesses typing proficiency necessary for all correspondence, record keeping, and data entry required of this position.
16. Possess a neat appearance for meeting the public on a daily basis.
17. Completes other duties as assigned by Customer Service Supervisor and Chief Marketing Officer.

Core Values

TECHNOLOGY & INNOVATION 25%

1. Embraces technology and understands its importance
2. Believes in and promotes innovation.
3. Seeks opportunities for professional and/or personal development.
4. Adapts well to change.

PEOPLE DRIVEN 25%

1. Understands others point of view.
2. Works to build and maintain relationships.

3. Accepts and uses feedback to maintain and improve performance.
4. Respects self and others consistently.

TEAMWORK 25%

1. Takes the initiative to help out without being asked.
2. Shows support for other departments and helps out when needed.
3. Utilizes effective communication skills that includes listening, and communicating in both written and verbal format.
4. Takes responsibility for actions consistently.

COMMITMENT 25%

1. Takes pride and ownership in the company.
2. Positively represents the company's image in order to better the community.
3. Continues to create a positive customer experience in a direct or indirect role.