



Customer Service Representative

Department: Customer Service and Business Development

Location: Barrow

FLSA: Non-Exempt

Reports To: Chief Services Officer

Approved By:

Revision Date: June 13, 2016

Effective Date:

Position Description

The Customer Service Representative provides customer service for telephone, long distance, internet service, and cellular accounts, including installations, security deposits, refunds, collections, orders, and disconnections.

Principle Accountabilities

This position processes the monthly customer billing for all services

Provide customer service over the phone and in the office as required.

Promote ASTAC's products and services to customers and assist in the sales process.

Maintain customer accounts daily, processing payments, other charges and credits, service orders and security deposits.

Investigate customer complaints, concerning billing or service rendered.

Review the accounts receivable daily for payment status, process collection letters, makes appropriate calls, verify disconnections for non-payment.

Monitor payment arrangements and take action as necessary, including disconnecting accounts for non-payment.

Follow up with the technicians to make sure all service orders are filled correctly.

Assist with reports and monitor billing and service order accuracy

Bill appropriate charges to customer accounts upon technician's completion of service order.

Refer reports of service failure to the technicians so that service can be restored.

Perform all other duties as directed by the Chief Services Officer.

Assist with special projects as required.

Work cooperatively with marketing staff to keep updated on promotions, accuracy of marketing/sales material and competitive information.

Assist Purchasing with inventory, shipping, receiving and tracking of products.

Knowledge, Skills, and Abilities

Possess a basic knowledge of general accounting

Good verbal and written communication skills

Ability to work independently and in a team environment.



Sales experience and the ability to take customer needs and translate them into sales are critical to the success of the person in this position.

Demonstrate accuracy and attention to detail.

Experience using spreadsheets and word processing.

The ability to speak Inupiat preferred but not required.

The physical demands of this position require standing, sitting, stooping, kneeling and walking, the ability to lift at least 50 pounds.

The mental requirements of this position require the speech, hearing and visual ability includes reading, writing, spelling, and the ability to communicate clearly using the terminology of the telephone industry in the English language.

Possess a valid driver's license.

Travel

Occasional travel to North Slope Borough villages for sales events is required.

Education and Experience Required

An Associate of Arts, Bachelor of Arts or Bachelor of Science degree in business or 5 years customer service experience in telecommunications including wireless customer service is preferred.

Measures of Performance

Customer service representative will have met expectations when:

Customer records and service orders are entered accurately and processed daily.

All clearable service orders completed before each monthly billing period.

All form letters mailed and/or telephone calls made to customers to encourage payment of delinquent accounts.

All required reports are completed and filed in a timely manner.

Customers are communicated with in a professional and friendly manner.

CSR has a comprehensive understanding of all ASTAC's products and services and initiates sales with every contact.

Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager and the Board of Directors retain the right to change this Position Guide at any time.

Employee

Date

Supervisor

Date



Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.