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CUSTOMER SERVICE REPRESENTATIVE POSITION DESCRIPTION STATEMENT

Position Title: Customer Service Representative
Department: Customer Care
Start Date: _____
Reports To: _____
Supervisor's Title: Customer Care Manager
Manager: _____

Revised by 11/13/2017

POSITION PURPOSE Spectrotel is looking for candidates with a “Customer First” mentality interested in the challenge of working in a fast-paced Call Center environment. Candidates should have flexibility in scheduling as the Center handles inbound inquiries for our base 24 hours a day, 365 days a year.

We provide technical support to customers through ACD and email support systems, with focus on a quick and concise resolution

MAJOR RESPONSIBILITIES:

- Answer inbound customer calls and email Inbox inquiries, with focus on a quick and concise resolution.
- Respond provide resolution to billing inquiries.
- Process payments from our customers.
- Open trouble tickets for repair support, or billing tickets for customers when they need higher tiered attention.
- Update customers calling in for status of tickets or submitted orders.
- Answer questions involving product information for the customer.
- Identify Circuits via the Account Information in the CS database and Circuit Paths by CLR
- Transfer misdirected calls to the appropriate departments.
- Initiate Move/Add/Change orders for existing customers.
- Open/Update/Close troubles tickets to Document all Customer Interaction.
- 1st Level Troubleshooting using MLT testing of ILEC loops when applicable.
- Provide 1st Level Support to Spectrotel Users.
- Upsell additional products and services as applicable
- Perform other duties as instructed by Spectrotel Management

ENVIRONMENT:

- Climate controlled, fast paced call center environment.

PHYSICAL REQUIREMENTS:

- Must be able to sit for extended periods.

ASSIGNMENT, REVIEW AND APPROVAL OF WORK: Customer Service Manager

PERFORMANCE ASSESSMENTS, FEEDBACK AND REVIEWS: Performance is measured through “One on One” reviews conducted monthly with your shift supervisor and/or manager and achievement of department objectives. “One on Ones” roll up to annual performance reviews which are conducted on the anniversary of your date of hire.



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MAJOR CONTACTS:

- Sales Teams
- Customers
- Repair Center Specialists
- Provisioning
- Vendor Partners
- Management Escalations

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- Excellent verbal and written communication skills
- Excellent listening skills to determine true customer impact/needs
- Confident enough to utilize provided training in order to offer alternate solutions to customer situations that arise.
- Adept at handling conflict resolution
- Demonstration of a “customer first” attitude
- Experience in breaking apart and understanding invoices
- Experience Servicing customers on-site or via phone support
- Basic Knowledge of Cabling and Network Topologies
- Basic Knowledge of POTS, DSL, and DS1 technologies
- Organizational skills and abilities to self-manage workload.
- User level knowledge utilizing Microsoft Office.
- Capable of generating new ideas and continuous improvement efforts
- Ability to multi-task
- Flexibility in scheduling

PREFERRED QUALIFICATIONS:

- Foreign language(s): Any foreign languages are very desirable
- College degree – preferred

SPECIAL SKILLS/EQUIPMENT:

- MS Excel
- MS Word

MAJOR CHALLENGES:

- Understanding Spectrotel Naming Conventions
- Learning the multiple service offerings and equipment models and configurations supported by Spectrotel and the various carriers it supports

DIRECTION OF OTHERS: Position is not responsible for direction of other employees

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.

Additional Comments:

SUBMITTED BY:

ACCEPTED BY:

APPROVED BY:
