

## Job Description

Position Title: Customer Account Representative	S02
Department: Customer Service	Reports to: Customer Service Mgr
Revision Date:	FLSA Status: Non-exempt

### Position Overview

Serves as primary point of contact for customers. Assists customers with service and billing inquiries, new service requests, modifications, issue resolution, disconnects and special deposits. Completes paperwork for service applications and disconnects. Coordinates the provisioning and record keeping of service and customer account changes. Investigates credit references of new customers and performs collection functions on delinquent accounts. Sells and promotes services while dealing with new and existing customers.

### Essential Job Functions

- Provides customer service by assisting customers with service and billing inquiries, new service requests, service plan changes and disconnects and service questions and concerns. Completes appropriate paperwork for service changes and disconnects.
- Assists customer by understanding symptoms of service issues, records the details, resolves, or internally escalates to proper level for resolution.
- Handles disconnects and reconnects of services of customers with late payments. Performs collection functions on delinquent accounts.
- Coordinates the provisioning and record keeping of service and customer account changes.
- Completes credit checks on new customers as appropriate.
- Promotes and sells services to new and existing customers.
- Develops and sends correspondence to customers including membership letters, welcome packets, etc.
- May receive and process customer payments.
- Contributes and may assist in customer billing and close-out procedures.
- Performs all other related duties as assigned by management. <sup>1</sup>

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<sup>1</sup> These tasks do not meet the Americans with Disabilities Act of 1990 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.

## **Knowledge, Skills, and Abilities**

- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of general office procedures.
- Knowledge of basic cashiering and bookkeeping practices.
- Skill in operating various office equipment such as personal computer, copier, printer, fax, and telephone systems.
- Skill in oral and written communication.
- Skill in utilizing company office productivity software and related applications
- Skills in prioritizing and completing multiple projects.
- Skill in identifying problems and resolutions.
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Ability to learn, utilize, and maintain customer account and service record keeping solutions.
- Ability to maintain confidentiality.
- Ability to follow written and oral instructions.
- Ability to work with frequent interruptions.
- Ability to pay close attention to detail.
- Ability to locate and correct discrepancies in data.
- Ability to effectively function as a team player.

## **Education and Experience**

High school diploma or equivalent, plus one year of customer service experience.

## Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

## Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.