

Union Telephone Job Description

Job Title: CUSTOMER SERVICE REPRESENTATIVE (CSR)
Department: Customer Care

SUMMARY

Model excellence in sales and service practices while delivering the ultimate customer experience to current and prospective customers either in person or over the phone. Performance standards include meeting monthly quantitative goals both as an individual and a contributing member of a team(s). Goals are based around quality interaction, sales and retention by performing the duties outlined below:

ESSENTIAL Functions: Include the following: Other duties may be assigned.

The ability to consistently communicate in a courteous, friendly and professional manner with all personality styles, both internal and external customers.

Maintain professionalism on the retail sales floor by keeping orderly workspace, wearing nametag, and complying with dress code and office and building appearance standards policies.

Ability to accurately assess the needs of all customers and to recommend a solution based upon the information obtained in order to close the sale. Proactively seeks out sales opportunities in every customer interaction. Supports recommendations using feature/benefits the customer has identified as important.

Promptly and accurately enter all customer data into all pertinent data-bases. Note every account after each customer interaction with specific details of the transaction.

Ability to maneuver within a phone to ensure proper settings and software. The ability to ascertain the steps necessary to properly test each segment of the phone's operating capabilities.

Maintain a current knowledge and technical ability to effectively assist customer with the use of any product and or service offered.

Ability to research an account or situation and make recommendation for a solution.

Demonstrate the ability to use a personal computer and the related software. The ability to use other office related equipment including credit card and fax machine/scanner.

Accurately obtain all necessary information needed to address all customer situations. Ensure a timely resolution and continued follow-up resulting in customer satisfaction and retention.

Ability to organize work to meet all required deadlines.

Ability to calculate figures and amounts such as discounts, percentages and payment plans. Accountable for all cash handling. Ensures accurate data entry regarding daily cash posting and necessary adjustments. Ensures timely deposit of all monies collected on behalf of company.

Has an understanding of each of the different switching platforms and the features contained within them. Is able to accurately trouble shoot issues based upon current knowledge of each.

Maintains a clear understanding and is able to effectively communicate the various contract terms and obligations.

Ability to travel to various off-site training or meetings.

Effectively utilize tools provided by Union Wireless to proactively contact customers after the sale.

The ability to neatly communicate with customers in writing, using proper grammar.

Communication through various digital platforms (Email, Facebook, Twitter)

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Ability to independently make creative, justifiable, on the spot decisions, which contribute positively to the retail store setting and Union Wireless business objective.

Provide continued customer support by responding to requests for information, training and problem resolution.

Knowledge of sales skills and techniques.

Ability to communicate in a courteous, professional manner both orally and in writing.

Ability to travel to other store locations, to training meetings and to do banking and miscellaneous errands.

Ability to organize multiple projects and work independently.

Skill in operating personal computer, related software and other related office equipment, including credit card machine, fax/scanner.

CORE COMPETENCIES

Core competencies are specific job behaviors that have been identified as essential to the success of Union Telephone Company. Core competencies define job performance requirements by salary range zones. For a complete description of the Core Competencies see attached Appendix One. The Company has identified the following core competencies as essential job behaviors that all employees need:

Safety. Consistent awareness, leadership, and compliance (self and others) with safety regulations, policies, procedures, practices, and safe-work habits in all situations.

Work Quality. Quality work is neat, accurate, thorough, creative, timely, and safe and meets or exceeds customers' expectations.

Team Skills. Team skills enable employees to work together to achieve team objectives in a supportive and productive way.

Coaching. Coaching skills promote learning by seeking feedback and using it to reach higher levels of performance.

Self-Management. Self-Management is the effective use of time and resources to accomplish work goals in a safe and cost-efficient manner.

Customer Focus. Customer focus includes understanding customer needs, and making and keeping realistic commitments and meeting customer expectations.

Interpersonal Skills. Interpersonal skills promote interaction with others in a consistently positive, respectful and productive manner.

Company Focus. Company focus involves understanding and aligning individual contribution with company's goals, mission statement, visions, values and critical success factors.

Continuous Improvement. Continuous improvement means changing business processes to become more innovative, productive and cost-effective in ways that better meet customer needs and eliminate unproductive or unnecessary practices.

Business Ethics and Diversity. Good business ethics and diversity demonstrate a positive attitude toward complying with all company policies, practices and procedures including treating all customers, the public and fellow employees with respect and dignity with regards to gender, race, nationality and personal beliefs. We are committed to the full compliance of laws and regulations that affect the company.

EDUCATION and/or EXPERIENCE

High School degree or GED equivalent required.

Customer service and/or sales experience preferred.

LANGUAGE SKILLS

Ability to speak the English language

Ability to read and interpret documents such as cellular service contracts, process and procedure documents, promotional material, and customer billing documents.

Ability to speak effectively and interact successfully between customers and employees of the organization.

Additional foreign language is a plus

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, commissions, percentages, and calculations related to service billing. .

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is regularly required to talk, hear, stand, and walk. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus. The noise level in this environment is usually moderate.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is regularly required to respond to live customers, call-in customers, answer questions, and deliver products in a multi-tasking environment.

Hours of operation are subject to change due to business needs. Holidays and weekends are required.