

Customer Service Manager

Position Title: Assistant Customer Service Manager Reports To: Customer Service Manager	Department: Customer Service FLSA Status: Exempt
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General Summary:

Assists with directing the activities of the customer service department. Assists with checking the accuracy of the monthly labor billing, managed services, and other billing outside of the normal monthly customer billing. Provides support and training to the CSR1s and CSR2s. Assists with billing issues and developing payment plans for delinquent customers as needed.

Essential Job Functions:

- Assists in the activities of the customer service department by checking quality of work, accuracy of service order entry, answering questions, and monitoring workflow distribution to ensure timely completion of activities.
- Promotes sales of PRTC equipment and services. Ensures CSRs are kept up to date on marketing strategies and service and equipment charges. May recommend product pricing as appropriate.
- Provides training and support to CSRs.
- Oversees compilation and publishing of telephone directory. Establishes and maintains positive relationship with directory publisher to ensure directory needs are met.
- Resolves difficult customer issues and problems.
- Serve as a backup for the customer service manager when needed.
- Performs all other related duties as assigned by Customer Service Manager.*

*These tasks do not meet the Americans With Disabilities Act 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 telecommunications technology, products and services.
- Knowledge of company policies and procedures.
- Knowledge of management principles and practices.

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- Skill in operating various office equipment such as personal computer, various software programs, and telephone systems.
- Skill in identifying and resolving subscriber problems.
- Skill in oral and written communication.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.

Education and Experience:

Bachelor's degree in management or equivalent experience plus three to five years of telecommunications Customer Service, Marketing, or Sales 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 employees 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.