

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE I (CSR)

The CSR receives payment from customers and maintains accurate records. The CSR is involved in all aspects of customer relations, from the initial contact to assisting with inquiries and problems in service, billing, nonpayment, and final disconnection of an account.

- Receives payments in person, and through the mail for subscriber accounts;
- Posts payments to subscriber accounts;
- Balances payment amounts and prepares cash for deposit;
- Responds to public inquiries on the selection and availability of services and on billing questions about local service, toll charges, or other telco services;
- Correct addresses on bills returned by postal service;
- Responsibility for daily handling of miscellaneous service orders;
- Maintains directory file;
- Verifications of customer PIC selection, when allowed by Federal Guidelines;
- Sells company products and services;
- Coordinates reconnection of subscribers disconnected for nonpayment and assists with accounting as assigned;
- Answers incoming calls;
- Maintains and prepares bank drafts.

Processes pre-authorized credit card payments over the phone.

Personnel Specifications

Education/Experience

High school or equivalent: one to two years of general bookkeeping/office training. Commercial experience desirable.

Job Knowledge

Understanding of company services and operations. Knowledge of cash transactions and accounting Procedures.

Related Skills

Work with frequent interruptions and with a variety of personalities. Pay close attention to detail and maintain complete confidentiality of subscriber credit and billing records. Work with figures and calculations: operate office and business machines, and personal computers. Pleasant and efficient telephone manner.

Position Relationships

The CSR reports to the customer service manager

Internal

Coordinates subscriber payment and service order activity with CSR II and plant assignment clerk.

External

Serves as a personal link between the telco and subscribers and the general public, on services and questions. Ability to work with people. Hours regular. Works under supervision.

Evaluation Criteria:

- Maintenance of customer files;
- Basic office skills;
- Communications with subscribers on a day-to-day basis;
- Operation of business and office machines and personal computers;
- Preparation of subscriber payments reports;
- Occasional assumption of authority;
- Handling of cash and other payments;
- Minimal supervisory role;
- Routine, short term planning

This is a general job description of this job title. It is subject to change my management. Any questions should be directed to your immediate supervisor.