

Position Title: Customer Service Rep. I
Reports to: Office Manager

Department: Customer Service
FLSA Status: Hourly Non-Exempt

General Summary:

The CSR I 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.

Essential Job Functions:

- 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;
- Assist with counting pay station receipts and prepares for deposit;
- 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;
- Processes returned checks, and reconcile with general ledger;
- Coordinates reconnection of subscribers disconnected for nonpayment and assists with accounting as assigned;
- Answers incoming calls;
- Maintains and prepares bank drafts.

Knowledge, Skills, and Abilities:

- Understanding of company services and operations. Knowledge of cash transactions and accounting procedures.
- 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.
- Coordinates subscriber payment and service order activity with CSR II and Plant Assignment Clerk.
- Serves as a personal link between the telco and subscribers and the general public, on services and questions 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

Education and Experience:

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

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 business contacts.				X
Standing/Walking: Must be able to stand and walk			X	
Climbing/Stooping/Kneeling			X	
Lifting/Pulling/Pushing: Must be able to lift and carry 15 lbs			X	
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

Normal working 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.