

COMMUNICATIONS CUSTOMER SERVICE REPRESENTATIVE

NATURE AND PURPOSE OF WORK:

Positions in the class are responsible for assisting customers, in person, by telephone, or otherwise, with communications service orders, equipment orders, billing matters, and trouble calls as well as marketing these services. Incumbents work with substantial independence in all but the most unusual tasks, report to a Customer Service Supervisor but have no supervisory responsibility.

ILLUSTRATIVE EXAMPLES OF WORK: (Note: These examples are intended only to illustrate the various types of work performed by incumbents in the class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Greets customers, discusses customer interests and needs, makes sales presentation and explains service bundles and pricing offerings, informs and advises them of requirements. Accepts and records payments and deposits. Balances and manages security deposit funds and fees. May assist in locating people with unpaid balances and billing them; referring to collection agencies and / or disconnect technicians. Explains policies and procedures concerning communications services, costs and rates. Analyzes and answers questions about complex bills. Calculates security deposits and accumulated interest for commercial and residential accounts and keeps accurate records of all transactions. Prepares adjustments and documents for processing NSF checks and back billing. Uses customer information system and data base as well as operations support system to record services ordered, changed as well as payment of bills. Performs related work as required.

NECESSARY KNOWLEDGE, ABILITY AND SKILLS:

Considerable knowledge of communications services bundles, deposits, rates, billing methods and application process.

Knowledge of collection policies.

Knowledge of methods of obtaining current addresses of persons with unpaid balances.

Ability to deal with people in a courteous, tactful and effective manner.

Ability to establish and maintain productive working relationships with employees and the general public.

Ability to exercise persuasive interpersonal skills in obtaining payments.

Ability to perform arithmetic and basic book keeping functions accurately in a busy office environment.

Ability to use a personal computer / mainframe terminal independently.

DESIRED EDUCATION AND EXPERIENCE:

Completed high school with substantial experience in communications customer service, or an equivalent combination of education and experience.