

Jefferson Telecom
Customer Service Relations
Position Description

Scope of Position:

The selected candidate will be responsible for providing superior customer satisfaction while being directly responsible for assisting new and existing customers with their telecommunication needs.

Essential Duties and Responsibilities include the following: *Other duties may be assigned to meet business needs.*

1. Responsible to understand all of Jefferson Telecom's service lines including local and long-distance telephone service, custom calling features, UScellular, TV, high speed Internet and Wi-Fi Management.
2. Cheerfully and professionally greets and assists customers to Jefferson Telecom.
3. Provides customer service for the purpose of ensuring customers receive the products and services they purchase from the company in a timely and quality manner.
4. Deals directly with the public by answering the phone, receiving payments, signing up new customers for service, recording troubles and routing pertinent information to the technicians.
5. Understands the guidelines for the ACP and Lifeline offerings for qualified customers. Provide support and ensure qualified customers are properly signed up to receive the discount.
6. Aware of company promotions and packages and is able to use suggestive selling techniques to appropriately recommend products and services that meet the needs of each individual customer.
7. Understands the importance of a broadband connection and the need to ask questions of the customer before suggesting packages or quoting pricing.
8. Accommodates customers with the goal of retention of customer base and increasing referrals to Jefferson Telecom.
9. Completes documents accurately and completely.
10. Performs monthly cutoffs/reconnects due to customer payments.
11. Troubleshoots between customer, carrier (when necessary), and our technicians to resolve issues as they arise.
12. Routes service requests for the purpose of ensuring customer service needs are met and problems resolved in a timely manner.
13. Responds to complaints, comments or information from customers and escalates issues to management when appropriate.
14. Performs a variety of clerical duties including reports and other correspondence as needed.

15. Compiles reporting information on new installs and disconnects as requested.
16. Receives, sorts and forwards incoming mail. Maintains and routes publications.
17. Assists in the ordering, receiving, stocking and distribution of office supplies.
18. Monitors inventory levels and advises staff member responsible for purchasing when items are low.
19. May also assist with other related clerical duties such as photocopying, faxing, filing and collating.
20. Assists in maintaining a presentable storeroom appearance.
21. Maintains a favorable working relationship with other coworkers to promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity, efficiency, and effectiveness.
22. Assists in other tasks, duties, or projects as assigned by management.

Requirements:

Possession of a high school diploma or equivalent (GED). At least one year customer service experience, required. One to two years Microsoft applications (Word, Excel, and Outlook) required.

Skills:

Possession of strong organizational skills. Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills. Ability to work independently on assigned tasks as well as to accept direction on given assignments. Able to work collectively in a team environment.

Other Requirements and Notes:

Must be willing to work in a fast pace environment and adapt to change easily. Willingness to perform other tasks as assigned. Due to our small workforce, we strongly encourage our staff to stay up-to-date on COVID vaccines as recommended by the CDC.

In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness and assistance. A commitment to customer service excellence is expected of all employees. The ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner is expected of all employees

NOTE: The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.