

Customer Relations Representative

General Summary

Serves as primary point of contact for new customers. Assists customers with service issues, billing inquiries, new service requests, questions regarding service features, disconnects and plan changes. Enters information for service plan changes and disconnects. Promotes and sells company products and services to new and existing customers.

Essential Job Functions

- ◆ Provides customer relations by assisting customers with service issues, billing inquiries, new service requests, questions regarding service features, disconnects, and plan changes. Enters information for service plan changes and disconnects.
- ◆ Promotes and sells company products and services to new and existing customers. Educates customers on company products and services and offers current promotions and applicable bundling options.
Handles disconnects and reconnects of services of customers with late payments. Performs collection functions on delinquent accounts.
- ◆ May create trouble reports/service orders and coordinate completion with appropriate department.
- ◆ May receive and process customer payments.
- ◆ Performs all other related duties as assigned by management.

Knowledge, Skills and Abilities

- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of general office procedures.
- ◆ Skill in operating office equipment.
- ◆ Skill in oral and written communication.
- ◆ Skills in prioritizing and completing multiple projects.
- ◆ Skill in identifying problems and resolutions.
- ◆ Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to follow written and oral instructions.
- ◆ Ability to work with frequent interruptions.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to effectively function as a team player.

Requirements

- ◆ Must have a clean driving record.
- ◆ Must be able to pass a criminal background check.
- ◆ Must be able to pass an employment pre-screening drug test.

Education and Experience:

High school diploma or equivalent plus one year of customer service experience.

How to apply:

Please go to [Indeed.com](https://www.indeed.com) and apply and take the surveys as requested.