



## Business Support Specialist

### Overview

CL Tel is a fifth-generation family business that helps people lead fulfilled lives and impact the world for good. Our team is working together to achieve our goal of serving 10,000 Internet customers by 2033. We are local experts that deliver reliable Fiber Internet and other telecommunications services to Main Street, Iowa. We exist to enable our customers to do what they do best and to live their best lives.

You will love it here if you value:

- Customer Empathy
- Allergic to Mediocrity
- The Golden Rule

At CL Tel, connecting people is more than providing top-notch telecom and Internet services. It's about building relationships, understanding our customers' needs, and positively impacting the community we serve.

We are a company that runs on EOS, the Entrepreneurial Operating System. As a member of this team, you will have a leader who:

- Gives clear directions.
- Makes sure you have the necessary tools.
- Acts with the greater good in mind
- Delegates appropriately
- Takes time to truly understand their role and how they can help the company.
- Makes their expectations clear.
- Communicates well.
- Has effective meetings
- Meets one on one with you quarterly or more often if needed.
- Rewards and recognizes your performance.

## Job Description

**Position:** Business Support Specialist  
**Department:** Sales

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### Position Summary:

The Business Support Specialist provides exceptional support and services to the Business Sales Supervisor, Business Account Executives, Agents, Customers, and Partners with courteous, efficient, and attentive consultation and follow-through via phone, electronic, or written communication. The Specialist creates and maintains accurate records, resolves issues, researches and assesses relevant information to fulfill responsibilities and does other duties as directed.

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### Essential Duties and Responsibilities:

- Provide pre-sales and post-sales support to Business Account Executives and Agents
- Work within multiple systems to complete order entry of new products and services
- Identify customer's trouble or repair issues and work with engineers for further support
- Provide correspondence to customers, Business Account Executives or agents via phone, chat or email.
- Interact with multiple vendors to provide product solutions for customers
- Coordinate support literature needs with the marketing department

### Knowledge, Skills, and Abilities:

- Excellent customer service skills are required. Strong verbal and written communication skills are a must.
- High proficiency in the use of Microsoft Office applications
- Must be able to work independently with little or no direct supervision and contribute to a team environment
- Ability to make sound decisions using the information at hand and perform research to develop required information not currently available
- Strong trouble resolution and problem-solving skills
- Ability to work in a fast-paced environment and multi-task.
- Excellent attention to detail
- Ability to do critical thinking by using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to coordinate actions in relation to others' actions.

**Education and Experience:**

- High School diploma or equivalent. Bachelor's degree preferred.
- Previous Customer Service Experience
- Previous administrative or clerical experience with word processing, managing files and records, and other general office procedures.

**Physical and Environmental Conditions and Requirements:**

**Physical Requirements:** The employee must be physically able to sit and work at a computer, reach above shoulder heights, lift as required to file documents or store materials throughout the workday, and may require lifting up to 25 pounds for files.

**Workplace Environment:** The usual indoor environment is in a temperature-controlled space, generally subject to some noise level associated with customer transactions, telephone conversations, and human interaction between employees, customers, and suppliers.

**Position Relationships:**

Reports to Business Sales Supervisor

*All CL Tel job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted.\*11-10-24*