



JOB DESCRIPTION

Position: Customer Service and Sales Representative
Department: Customer Service

Position Purpose:

In their important role of being the first and primary CL Tel contact, Customer Service and Sales Representatives enthusiastically welcome customers and provide benefits-based consultation. This team member sells and promotes all CL Tel services, and provides assistance with billing inquiries, new service requests, service issues, disconnects and special deposits. The CSR also completes paperwork for service applications and disconnects, investigates credit references of new customers and performs collection functions on delinquent accounts.

Principal Responsibilities:

Performs customer service duties including, but not limited to, the following:

- Actively promotes and sells all services and products to new and existing customers
 - Responds to inquiries on the selection and availability of all services and products and on billing questions about all services and products offered
 - Helps resolve customer issues, takes responsibility for relaying all trouble reports and assists other departments in resolving customer problems in a timely manner
 - Promotes customer relations and sales activities
 - Performs data entry and word processing
 - Maintains databases associated with customer information
 - Processes cash receipts, completes data entry and makes deposits
 - Completes and maintains periodic reports
 - Interacts with other departments and external companies
 - Writes correspondence to customers as needed
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- Answers all incoming telephone calls in a timely, professional manner and directs them to appropriate personnel
 - Performs administrative duties including, but not limited to, the following:
 - Word processing and typing
 - Using and creating spreadsheets
 - Filing
 - Photocopying
 - Data entry and processing
 - Operating office equipment
 - Using effective office procedures
 - Performs bookkeeping duties as directed
 - Assists other departments with special projects as directed

Personnel Specifications:

Education:

- High school diploma required
- Some post-secondary education preferred

Experience:

- Customer service experience
- Experience in sales
- Administrative experience
- Experience in handling cash receipts
- Experience with various office machines (personal computers, office equipment, postage machine, phone, calculator)
- Experience with e-mail and Internet

Job Knowledge:

- Knowledge of rates, procedures and service offerings
- Basic understanding of industry terminology, customer and community concerns and changes in the marketplace
- Knowledge of general office and filing procedures
- Familiarity with business English and composition
- Knowledge of cash transactions and basic bookkeeping procedures
- Knowledge of Microsoft Office programs, specifically Word and Excel
- Knowledge of proper sales techniques used in selling products and services

Related Skills:

- Possess a unique combination of competitiveness and compassion, a strong intrinsic motivation to succeed, mental agility, determination, and resiliency
- Proficiency with a calculator; in data entry and typing; with word processing and spreadsheets, specifically Microsoft Word and Excel
- Ability to work successfully with a variety of personalities, including customers and fellow employees, to meet company goal of providing quality service to each customer
- Ability to work with frequent interruptions
- Pay close attention to detail and work accurately with figures in following step-by-step procedures and instructions
- Ability to learn new technology and software
- Maintain complete confidentiality of customer and corporate information
- Adopt pleasant and efficient telephone manner and possess effective verbal and written communication skills
- Ability to follow directions and meet deadlines as required and to work independently as needed
- Ability to adapt to changes including new technology and software
- Ability to remain calm and effective while helping customers with questions, complaints or concerns
- Possess the following characteristics:
 - Flexible
 - Goal-Oriented
 - Resourceful

- Self-Confident
- Team Player
- High Initiative
- Trustworthy
- Interpersonal/Soft Skills
- Strongly Committed to CL Tel
- Service-Oriented

Position Relationships:

Directly reports to the Customer Service Supervisor

Internal:

Maintains effective working relationships with other staff and management to ensure quality customer service

External:

Responds to customer and community requests in the interest of quality customer service and good corporate relations with the public

All CL Tel job descriptions are to be used as general guidelines for each job and are subject to periodic reviews and changes as warranted.

6/1/2023