



Glenwood Telephone Membership Corporation
Customer Service Representative II
POSITION DESCRIPTION

In keeping with our mission for providing our customers with the highest quality, cost effective telecommunications services, this position supports the company's mission statement by maintaining friendly customer relations, selling products and services to improve the bottom line, taking customer payments, and service orders, and by keeping abreast of our ever changing telecommunications industry.

Position Title: Customer Service Representative II

Division: Hebron, NE

Department: Marketing

Status: Full-time/Non-exempt

Supervisor Title: Customer Service Supervisor
(assigns work, gives direction and answers questions)

Evaluators: Customer Service Supervisor
(Evaluates work of employee) Director of Business Development

In-put: General Manager
Management Team

Direct Reports: None

ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 30% Sells company products and services in person or over the telephone. Tasks may include explaining the features and benefits of all company products and services, determining customer needs, selecting the right product or service for the customer, using sales techniques to close the sale, etc. Monitored by the Customer Service Supervisor by informal observations and feedback from Director of Business Development and customers.
2. 25% Provides customer service for the purpose of ensuring customers receives the level of service the company is committed to providing. Tasks may include serving as the front desk receptionist, answering the telephone, receiving payments from customers, answering questions from customers and making phone sales. Monitored by the Customer Service Supervisor by informal observations and feedback from Director of Business Development and customers.
3. 25% Dispatches and supports technicians for the purpose of ensuring customers receive appropriate and timely services according to customer service standards. Tasks may include maintaining technician's schedules, communicating troubles and service orders by telephone, maintaining contact with technicians. Monitored by the Customer Service Supervisor and by informal observations and feedback from Director of Business Development and Director of Operations.
4. 10% Performs miscellaneous tasks for the purpose of ensuring all tasks in the customer service area are covered. Tasks may include performing customer callbacks on new service installations, doing service orders, taking troubles from customers and receiving payments from customers in person and over the phone. Monitored by the Customer Service Supervisor by informal observations and feedback from Director of Business Development and customers.
4. 5% Assists customers with retail store purchases for the purpose of ensuring customers receive an enjoyable and easy shopping experience. Tasks include, but are not limited to, greeting customers when they enter the store, determining customer product needs, explaining products and services to customers, knowing benefits and features of products and services, completing the necessary paperwork (warranty, contracts, etc.) completing the purchase using the point-of-sale system, sacking the purchase, etc. Monitored by the Customer Service Supervisor by informal observations and feedback from Director of Business Development.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situation or needs that may arise.

RESPONSIBILITIES:

This position requires the ability to participate as a member of a team, essential for completing tasks with a team. To accomplish job tasks information must be obtained from others, tasks delegated to others, performance feedback provided to others, and performance reviews

conducted. This position requires the use of negotiation, persuasion, and diplomacy internally with all departments at all levels and externally with customers.

LATITUDE:

Most duties are self-determined, planned, and arranged by the performer. Minimal problem solving is required. Most decisions not effecting other departments can be made independently in accordance with company policy. Purchase decisions are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job functions support the company by maintaining good customer relations and records. While errors are easily detected in the next phase of operations, they could have a moderate monetary effect.

CUSTOMER SERVICE/INTERACTION:

Daily face-to-face, phone, and written contact with employees within the department and in other departments to complete work tasks.

Daily face-to-face, phone, and written contact with customers to provide customer service occurs daily.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

High school diploma, required.

SKILLS:

Technical
Administrative
Human relations
Conceptual
Decision making
Problem solving
Written communication
Oral communication
Phone
Math
Computer

EXPERIENCE:

One to three years in customer service/problem solving, preferred.

One to three years in communications, preferred.

LICENSE:

A valid Nebraska driver's license and a good driving record, required.

EQUIPMENT:

Phone, computer, and general office equipment, required.

PHYSICAL:

Frequent visualizing of the computer screen, required.

Occasional bending, carrying, and lifting up to 40 lbs. independently, required.

TRAINING:

Training within the company must be completed within three months, required.

Ongoing training as required by the company.

Sales & technical training on computers (hardware, software & peripherals)

WORK CONDITIONS:

Office environment.

OTHER:

Occasional overnight travel, required.

Occasional travel by vehicle, required.

Occasional travel by air, required.

Occasional overtime, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: