



Job Title:	Customer Service Representative	Job Category:	Office & Clerical
Department	Customer Service & Sales	Status	Full Time/Non-Exempt
Location:	Larned, KS	Travel Required:	Yes
Supervisor Title:	Office Manager	Evaluators:	Office Manager, General Manager
In-put:	Management Team, General Manager, Customers	Direct Reports:	NA

In keeping with our mission of bringing the best user experience to its customers through reliable state-of-the-art communication services.

This position supports the company's customer service philosophy that sets up apart from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct and the pursuit of continuous daily improvement.

NOTE: The job functions listed are intended to describe the general nature and level of work being performed by employees and are not to be interpreted as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

<i>By: Debra Tuzicka</i>	<i>Effective Date:</i>
<i>Office Manager</i> <i>Golden Belt Telephone</i>	<i>Review Date: 4/23/2020</i>

POSITION DESCRIPTION

Committed to providing outstanding service to all customers. You are the company's voice and will use exceptional empathy, encouragement, and care as well as product expertise to ensure all customers feel valued. Your job is not only to gain new customers, but also to care for and provide service to existing customers. You enjoy finding innovative solutions for customer issues and making sure all clients have an amazing experience with GBT.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Sells company products and services for the purpose of ensuring the company receives the revenues it needs to operate, and customers receive the products and services they want and need. Tasks may include building and establishing good customer relationships by providing prompt and exceptional sales and after sales service, working with customers to understand their needs and helping them discover how our products meet those needs, maintaining strong knowledge of all products, accessories, pricing plans, promotions and service features, providing efficient, courteous, customer service and assist in all aspect of product offerings and services, selling phone, cable, internet, fax machines, toner cartridges, cell phone cases, home phones, and other miscellaneous items, activating or renewing cell phone contracts and wireless internet, processing phone guard claims, maintaining inventory, ordering inventory, entering in CostGuard, tracking backordered items, processing returns and credits, etc. Monitored by the Office Manager through periodic meetings and by consideration of feedback from customers.

Performs receptionist duties for the purpose of ensuring those customers calling or coming in are addressed in the proper manner. Tasks may include greeting and directing customers when they come in with a pleasant, positive, and cooperative attitude, listening to customers to understand the reason for their call and what matters to them, taking full ownership to resolve customer queries and delivering what matters to the customer on their first phone call, being the first point of contact with GBT and NTW customers, representing the company and maintaining the highest level of customer service and satisfaction, providing support to the organization by obtaining, analyzing, and verifying the accuracy of order information in a timely manner, initiating and implementing corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained, screening, referring, and responding to telephone inquiries, having the ability to work effectively with ongoing distractions, making copies, sending faxes, scanning paperwork to account and filing, etc. Monitored by the Office Manager through periodic meetings and by consideration of feedback from customers.

Troubleshoots customer concerns for the purpose of ensuring a high level of customer service as promised the company. Tasks may include conducting diagnostic work, assisting with and answering home service problems, figuring out the problem and trying to fix, either over the phone or in person, showing customers how to use features on their home services, i.e. VOD, DVR, remote programming, STB options, PING services, rebooting STB, providing customer with reference to troubleshooting guides,

taking necessary steps if it cannot be fixed, etc. Monitored by the Office Manager through periodic meetings and by consideration of feedback from customers.

Performs billing and accounting tasks for the purpose of ensuring financial functions are completed in a timely and accurate manner. Tasks may include depositing daily, balancing cash drawer, investigating and responding to all requests and inquiries regarding tolls, billing, capital credits, and all other services, looking over NTW and GBT bills with customers to figure out best solutions or to let them know why it was higher or lower this month than last, answering questions on bills, taking payments, posting them to the appropriate account, processing NSF checks, writing letter to customers to request the address NSF funds, working with customers or appropriate heirs of deceased on capital credit estate payouts, completing the form of application for payment of capital credits, making sure rightful heir is applying and receiving the payout, etc. Monitored by the Office Manager through periodic meetings and by consideration of feedback from customers.

Maintains compliance for the purpose of ensuring the company remains in compliance with all legal and regulatory obligations. Tasks may include processing and maintaining CPNI records and mailing, complying with all CPNI guidelines, making sure to fill out correct forms, forwarding to correct departments to make changes to the customer accounts, updating and maintaining 911 addresses in system when doing an order, maintains and updates the directory information for the purpose of ensuring it is accurate and meets the informational needs of customers, etc. Monitored by the Office Manager through periodic meetings, review of records, and by consideration of feedback from various audit sources.

(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 situations or needs that may arise.)

RESPONSIBILITIES

This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others and informal training/coaching provided. There is internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors, required. Participation in strategic planning is expected at least annually.

LATITUDE

Most duties are defined and consistent from day to day. Problem solving is accomplished in conjunction with the supervisor. Most decisions not effecting other departments can be made independently in accordance with company policy. All purchase requests are referred to the supervisor.

IMPACT OF POSITION

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected but could result in minor clerical expense for correction. Errors are usually detected in the next phase of operations (most work is verified) and may have significant adverse effect on external relationships. Errors may result in a moderate monetary effect and have a high probability of resulting in a loss of customers. Errors could cause improper utilization of labor, material,

or equipment since duties involve the preparation of data on which management bases important decisions. Errors could result in liability and could affect operating costs.

CUSTOMER SERVICE/INTERACTION

Daily phone and face-to-face interaction with employees throughout the company to perform job functions. Daily phone and face-to-face interaction with customers, while vendor contact is monthly by phone to perform job functions.

ESSENTIAL SKILLS & REQUIREMENTS

EDUCATION & EXPERIENCE

High school graduate or equivalent, required.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of general office practices and procedures.
- Knowledge of Company policies, procedures, marketed products, and services.
- Skill in operating a personal computer using database, word processing, local operating systems
- Skill in analytical thinking and problem solving.
- Skill in oral and written communication.
- Ability to organize, prioritize & handle multiple work assignments.
- Ability to communicate with customers, co-workers, and various business contacts in a courteous and professional manner.
- Ability to function effectively as a team player.
- Ability to pay close attention to detail.

PHYSICAL

Frequent bending, carrying, lifting, up to 40 lbs. independently, squatting, twisting, turning, visualizing of a computer screen, and demonstration of manual dexterity.

TRAINING

Company training in eLations, financials within six months, required.

Outside company training in Innovative within six months, required.

Cellular phone, plan, & procedure changes within six months, required.

CPNI compliance, retention, and cross training – ride along with technicians, required.

Ongoing training as required by the company.

WORK CONDITIONS

Office environment

OTHER

Occasional overnight travel by air or vehicle, required. Occasional flexible hours, required. Occasional overtime, required.

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I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: