



103 LINCOLN STREET | 1-785-372-4236 | WWW.GBTA.NET
 RUSH CENTER KS 67575

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|-------------------------|--------------------------------------|------------------------|--|
| Job Title | Customer Service Representative | Job Category | Office & Clerical |
| Department | Customer Service & Sales | Status | Full Time/ Non- Exempt |
| Location | GBT Service Area / Larned, KS | Travel Required | Yes |
| Supervisor Title | Customer Service Lead | Evaluators | Customer Service Lead, Customer & Business Development Manager |
| In-put | CSR Lead, Management Team, 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 us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

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.

| | |
|--|------------------------|
| By: Kelly Baalman, Customer Service Supervisor Golden Belt Telephone | Effective Date: |
| | Review Date: |

POSITION DESCRIPTION

**Percentages of time spent on each job duty will vary daily, as well as based on project.*

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 unmatched experience with GBT.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Sell and upsell GBT & NTW products and services by utilizing your sales training, using marketing plans and strategies to business and residential customers.
- Assist all customers enthusiastically and innovatively with GBT & NTW sales, billing, and account inquiries.
- Assist customers regarding concerns with GBT & NTW services and help find solution or dispatch to appropriate work group.
- Maintain customer records of services.
- Interact and communicate with coworkers to assist in completing customer requests and troubles.
- Receive cash, checks and other tender from customers in payment of bills and purchases, as well as posting customer payments. Reconcile and balance a cash drawer, prepare daily bank deposits.
- Perform all computer functions associated with GBT & NTW billing and customer inquiries
- Take personal responsibility for the quality and timeliness of work orders.
- Adapt to the evolving and changing business needs, conditions, and work responsibilities within the communication industry.
- Promote organizational mission and goals by influencing others to act in support of our core values.
- Display an ongoing positive commitment to learning and self-improvement: desiring and making an effort to acquire new knowledge or skills for work.
- Completes all assigned work, paperwork, job notes, inventory check out, and other documents and actions as required by GBT & NTW.
- Utilize company software to complete/update service orders, track inventory and enter time.
- Participate in strategic planning.
- Provide the entire experience, the GBT way.

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

Knowledge, Skills & Abilities

- Maintain a strong knowledge of all company products and services, pricing, plans, promotions, and service features.
- Knowledge of marketing and sales practices and principles.
- Knowledge of company policies and procedures.
- Knowledge of Microsoft Word, Excel, local operating systems.
- Knowledge of general office procedures.
- Knowledge of various electronic devices, and ability to share that knowledge in a patient, caring way. (smartphones, tablets, streaming devices, etc.)
- Skill in identifying problems and resolutions.
- Skill in prioritizing and completing multiple projects.
- Skill in operating various office equipment.
- Skill in oral and written communication.
- Ability to establish good customer relationships by providing prompt, exceptional sales and after sales service.
- Ability to take ownership to resolve customer inquiries and deliver what matters to the customer on the first phone call.
- Ability to be self-motivated, enthusiastic, and passionate about GBT's culture.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to read and interpret technical documents.
- Ability to function as a team player.
- Ability to think progressively and innovatively while quickly grasping new ideas.
- Ability to maintain a positive attitude.
- Ability to work with frequent interruptions.
- Ability to consistently complete service orders at the level of quality and accuracy set forth by company standards.
- Ability to maintain compliance of CPNI guidelines.
- Ability to practice and utilize emotional intelligence, every characteristic: self-awareness, self-regulation, motivation, empathy, and social skills, in all situations.
- Ability to sell and upsell company products and services.
- Ability to handle difficult customers.
- Ability to hold yourself and others accountable and manage everyone's time efficiently.
- Ability to be innovative, constantly looking for new, improved ways of doing things in a more efficient and effective manner.
- Ability to provide the experience, the GBT way.

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, fluid, required.

CPNI compliance training, required.

Ongoing training as required by the company, required.

WORK CONDITIONS

Office environment

OTHER

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

Occasional overtime, required.

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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 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: