

Customer Service Consultant

Department: Customer Service

Reports To: Customer Service Manager

FLSA Status: Non Exempt

General Summary

Carries out marketing plans and strategies to increase the use and sale of equipment and services. Assists with customer relations. Responds to public inquiries on the selection and availability of services. Takes payments and inquiries from customers on services and billings. Keeps cash drawer in balance and prepares daily reports.

Essential Job Functions

- ◆ Increases the sale and use of company equipment and services by implementing adopted marketing plan and strategies.
- ◆ Receive and processes payments, keeps cash drawer in balance and prepares daily reports.
- ◆ Helps prepare bills to send to customers.
- ◆ Provides customer service by assisting customers with billing inquiries, new service requests, service plan changes and disconnects, and service questions and concerns. Completes appropriate paperwork for service plan changes and disconnects.
- ◆ Develops and sends correspondence to customers including membership letters, welcome packets, etc.
- ◆ Performs all other related duties as assigned by management.*

Knowledge, Skills and Abilities

- ◆ Knowledge of telecommunications technology, products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of marketing and sales practices and principles.
- ◆ Skill in operating various office equipment such as personal computer, various software programs and telephone systems.
- ◆ Skill in oral and written communication.
- ◆ Skill in persuasion techniques.
- ◆ 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 make sound decisions using information at hand.

Education and Experience

High school diploma or equivalent and at least twelve months of customer service experience. Additional marketing/sales experience highly desired.

Physical Requirements:

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed 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.