



Customer Service Representative

This position is responsible for providing billing and customer support and is the primary point-of-contact for residential and/or small business customers of United and Turtle Mountain Communications to fulfill all service needs. The Customer Service Representative position will educate customers on Company products/services, packages, increased speeds, and advanced services and will positively promote and sell Company products/services. CSR will perform assigned duties and provide quality customer service to external and internal customers.

Essential Job Duties and Responsibilities:

- Provides excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/correspondence by phone, in person, by email, by live chat, or mail, escalating complex issues to the appropriate department when necessary.
- Exhibits discretion and keeps customer and Company matters confidential, adheres to Company CPNI and Red Flag rules.
- Positively promotes and sells Company products/services to new and existing customers, identify opportunities to upsell features to customers based on their needs and preferences.
- Provide information on promotional offers, service packages, and discounts to encourage customer retention and revenue growth.
- Receives and processes Service Orders.
- Verifies customer charges are correct on service order before closing to ensure correct billing to the customer.
- Audits records between plant and billing for accuracy, ensures charges are billed accordingly.
- Supports customers including entering and following up on trouble tickets.
- Addresses reported troubles; research billing disputes; and applies appropriate treatment to resolve customer complaints.
- Accepts customer payments and posts to the appropriate accounts when payment is received.
- Balances cash drawer daily and ensures accuracy of all cash transactions and associated reports.
- Assists with entering and processing daily deposits and related functions.
- Set up and processes automatic payments by ACH, Credit Card, or other auto pay options.
- Establishes and enforces special payment arrangements and post information accurately on customer accounts.
- May collect money owed on unpaid accounts and insufficient funds checks as needed.
- Writes routine letters and correspondence to customers.
- Investigates returned mail on customer accounts; processes address changes on billing system and update directory listing as requested by the customer.
- Completes, files, and/or maintains records or reports as assigned by Management.
- Maintains directory, 911 and other database extracts.
- Sends CPNI notification letters and maintains appropriate audit reports.
- Maintains a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Effectively communicates and contributes to the team to promote an efficient and productive team environment.



- Makes effective, reasonable decisions regarding customer issues using information at hand in a timely manner.
- Adheres to established company policies and procedures.
- Accepts responsibility for decisions, conduct and actions.
- Demonstrates dependability through promptness, good attendance and adherence to timelines and schedules.
- Identify and report suspected phishing, social engineering, and other suspected cyber-related incidents immediately.
- Maintain basic cyber hygiene in web browsing, password management, and recognizing phishing and social engineering attacks.
- *Performs all other related duties as assigned by management.

**These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

Skills and Abilities

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Excellent communication skills, both verbal and written.
- Ability to communicate and present information effectively at all times, both in writing and in speaking.
- Skilled in using personal computer and related software; copier; calculator; and phone system.
- Can effectively use MS Word, MS Excel, MS Outlook and Company specific software programs related to job duties.
- Maintains working knowledge of Company products and services.
- Knowledgeable of all Company policies/procedures, including safety policies, and adheres to them.
- Possesses excellent organizational skills and pays close attention to detail.
- Skill in identifying problems and resolving them.
- Skill in writing routine reports and correspondence.
- Ability to maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Ability to apply common sense understanding to carry out written, oral or diagram form instructions.
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons.
- Ability to read, interpret and understand documents, manuals, reports, and forms.
- Ability to work in a fast-paced environment while prioritizing and completing multiple projects accurately within given timelines/deadlines.
- Ability to work independently and to work cooperatively and professionally with co-workers to promote an efficient and cohesive team environment.
- General troubleshooting skills.

Requirements

- Must have a valid driver's license and be insurable by United and Turtle Mountain's insurance carrier.



Education and Experience

To perform this job successfully, an individual must be able to perform each item under “Essential Job Functions” satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma – Required
- Valid driver’s license - Required
- 2-3 years customer service experience
- Mathematical Skills
- Computer Skills