

POSITION PROFILE

POSITION: Customer Care Representative	DEPARTMENT: Customer Care
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m.	
CUSTOMARY WORK DAYS: Monday - Friday	
SALARY GRADE: Staff Support Schedule II	STATUS: Non exempt
REPORTS TO: Customer Care Manager	

POSITION SUMMARY

The Customer Care Representative is accountable for assisting customers with new telephone service applications, changes in existing service, billing inquiries, toll investigations, directory listings, and other telecommunication related services.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Assists customers with all aspects of their telecommunication service needs
- Recommends and sells telephone, long distance, internet and cable television services
- Quotes accurate monthly and non-recurring service order charges
- Negotiates, issues, monitors and completes service orders
- Provides customers with billing explanations
- Investigates and completes customer billing claims
- Prepares customer billing adjustments
- Maintains office reference material in good working order (tariffs, microfiche, customer files, etc.)
- Provides written responses to customer correspondence
- Handles customer in treatment for non-payment
- Meets Company revenue goals
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties

PERIODIC

- Assists with periodic customer or billing system record audits
- Attends on site and off site training classes and seminars
- Participates and provides feedback in department meetings
- Participates in Sales Incentive programs
- Participates in Cross Training program
- Required to work over time, holidays and weekends in the event of business necessity
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Understands and accepts the necessity for reporting to work on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis.
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time

- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push, and pull as required for light duties of standard office clerical positions
- Must be able to lift 20lb. maximum with frequent lifting and/or carrying objects weighting up to 10lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- 2 year college or vocational degree in business, or related field, desirable

TECHNICAL REQUIREMENTS

- Basic general office skills
- Computer literate, emphasis on Word, Access and Excel
- Billing system experience desirable (NISC preferred)
- Key board skills of 30 wpm.
- Proficient and accurate with 10-key by touch
- Competent data entry skills
- Understanding and knowledge of CPUC tariffs desirable
- Customer service /relation knowledge

WORK EXPERIENCE

- 2 years as a general office clerk, in the telephony environment, or similar position, where duties correspond with the essential and periodic functions of this position; or
- 3 years customer service representative experience

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

APPROVALS	
DEPARTMENTMANAGER:	DATE:
DEPARTMENT DIRECTOR:	DATE:
HUMAN RESOURCES MANAGER:	DATE: