



Customer Service Specialist *

GENERAL INFORMATION

DEPARTMENT:	Customer Service	JOB STATUS:	Full-Time
FLSA STATUS:	Non-Exempt	REPORTS TO:	Manager - VMCU GM
GRADE/LEVEL:	Non-Manager	TRAVEL REQUIRED:	As needed
WORK SCHEDULE:	M-F: 8am - 5pm	POSITIONS SUPERVISED:	None

POSITION SUMMARY

Is responsible for, but not limited to:
Customer Service Specialists interact with customers to provide information in response to inquiries, concerns and complaints about products and services. They respond to repair and internet support calls, assign work and dispatch I&M Technicians, and interact effectively and professionally with other departments. The CSS is responsible for entering accurate customer data into billing and record keeping system. The CSS is responsible for meeting sales and retention goals and objectives (if applicable). It is the duty of the Customer Service Specialist to provide excellent and efficient customer service ensuring a positive customer experience.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- **ESSENTIAL FUNCTIONS STATEMENT**
- Provides various office tasks
- Provide customer service and problem resolution on incoming calls, internet messages and walk ins
- Dispatch I&M Technicians
- Provide technical support to Internet, telephone and Video customers
- May be required to perform cross functional duties within Customer Service and other Division including billing, receivable, payable, payroll, plus others as needed
- Price and purchase supplies and inventory maintenance
- Data entry while maintaining accurate records withing the software programs
- Maintain accounts receivable as well as other records.

POSITION QUALIFICATIONS

Competency Statement(s)

- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Active Listening** - Ability to actively attend to, convey and understand the comments and questions of others
- **Communication, Oral** - Ability to communicate effectively with others using the spoken word.

- **Customer Oriented** - Ability to take care of the customers' needs while following company procedures.
- **Initiative** - Ability to make decisions or take actions to solve a problem or reach a goal.
- **Innovative** - Ability to look beyond the standard solutions.
- **Interpersonal** - Ability to get along well with a variety of personalities and individuals.
- **Productivity** - Amount of work, processes or tasks you are able to complete in a specified time-frame while still adhering to the defined quality of work standard.
- **Quality of Work** - Extent to which an individual's work is correct, error free, and adheres to company standards and procedures.
- **Resourceful** - Ability to use information provided in training manuals and online resources to independently resolve customer inquiries and concerns
- **Technical Aptitude** - Ability to comprehend complex technical topics and specialized information.

SKILLS & ABILITIES

Education: High School or GED. Associate's Degree (two year college or technical school)-Preferred but not required.

Experience: 2 - 3-years related experience.

Computer Skills: Proven working knowledge of MS Office. Computer and laptop experience a must.

Other: Must possess and maintain a valid driver's license

Physical Demands

Stand	F (Frequently)	Lift/Carry	10 lbs or less	F (Frequently)
Walk	F (Frequently)		11-20 lbs	F (Frequently)
Sit	F (Frequently)		21-50 lbs	F (Frequently)
Handling /			51-100 lbs	O (Occasionally)
Fingering	F (Frequently)		Over 100 lbs	N (Never)
Reach Outward	F (Frequently)	Push/Pull		
Reach Above				
Shoulder	F (Frequently)		12 lbs or less	F (Frequently)
Climb	O (Occasionally)		13-25 lbs	O (Occasionally)
Crawl	O (Occasionally)		26-40 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)		41-100 lbs	N (Never)
Bend	O (Occasionally)			

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

Normal office environment with little exposure to excessive noise, dust, temperature and the like.

Employee Signature: _____
Date: _____

Manager Signature: _____
Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.