

North Dakota Telephone Company  
Customer Service Representative

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**Department:** Customer Service Department

**FLSA Status:** Non-Exempt

**Job Status:** Full Time

**Reports To:** Customer Service Supervisor

### POSITION SUMMARY

Customer Service Representatives (CSR) serve as the primary point of contact for new and existing customers. The CSR assists customers with billing inquiries, new service requests, trouble tickets, repair requests, disconnects, and special deposits. Completes paperwork for service applications and disconnects. Investigates credit references of new customers and performs collection functions on delinquent accounts. Sells and promotes services of the company while dealing with new and existing customers.

### 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 Duties and Responsibilities

Duties may include, but are not limited to, the following and may vary somewhat from position to position within a class.

- Provide optimal customer service by assisting customers promptly, courteously, and professionally with billing inquiries, new service requests, service plan changes and disconnects, and service questions and concerns.
- Promotes/explains benefits of products and services, answers customer questions, makes recommendations/sells products/services based on customers' needs/requests.
- Answers customer service repair calls on telephone, data, and video. Will work with customer to resolve issue.
- Completes credit checks on new customers as appropriate.
- Completes service order paperwork and closes service order when appropriate.
- Enters/updates customer billing and account information accurately in billing system;
- Receive and process customer payments.
- Responsible for accurate cash drawer balancing and associated reports.
- Handles non-pay disconnects, payment arrangements, and reconnects services of customers with late payments.
- Performs collection functions on delinquent accounts.
- Develops and sends correspondence to customers as applicable.
- Address/research customer complaints/billing disputes, etc. and apply appropriate treatment when applicable. Unresolved complaints should be referred to Customer Service Supervisor.
- Build and maintain files/reports as assigned by management some of which include Crystal reports; financial, technical, and demographic reports used in determining marketing opportunities; customer profile database; and compilation of work orders and MARS activity showing profit/loss on all customer provided equipment activity, etc.
- Load all iVue upgrades, maintain daily/monthly back-up of system and provide iVue support to Customer Service staff and other departmental employees that use the billing software.
- Assists Account Executive with various aspects of customer communication system proposals which may include working directly with customers and Account Executive as needed to find solutions for the customer.
- Assist Marketing Coordinator by timely communicating new service offerings and changes to existing services; brainstorming/implementing various promos; design/production of informational pamphlets/brochures/ads; proof marketing materials; tracking promotion results; and through participation in a marketing focus group.
- Performs On-Call duty when implemented and assigned by the Company.
- Other areas of responsibility include (but not limited to): Processing telephone billing; TV help desk; Cellular phones (selling, programming, billing); North Dakota Long Distance (NDLD) trouble and updates; install/maintain internet logins (e-mail addresses), junk e-mail filters, virus protection software; Company directory; Community Channel; returned mail; ACH billing; VOD billing; Letter of Agency (LOA's) from carriers; CPNI letters; AT&T calling card disconnects; bar coding and address reports; Innovative audit; PIC changes; NSF back outs; conference call setup; customer call blocks/caller name information; department inventory; operating remittance processor.
- Performs other job duties and responsibilities as required to fulfill job function or 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.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **POSITION QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of company products and services.
- Knowledge of company policies and procedures including safety policies.
- Knowledge of general office procedures, basic cashiering and bookkeeping practices.
- Skill in operating various office equipment such as personal computer, copier, fax, and telephone systems.
- Skill with MS Word, MS Excel and Company specific software programs related to job duties.
- Skill in oral and written communication, including telephone etiquette skills.
- Skill in reading, interpreting, and understanding documents, manuals, reports, and forms.
- Skill in prioritizing and completing multiple projects.
- Skill in identifying problems and resolutions.
- Ability to maintain good working relationships through prompt, courteous and professional communication.
- Ability to maintain confidentiality and follow CPNI rules.
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons.
- Ability to make sound decisions using information at hand.
- Ability to follow written and oral instructions.
- Ability to communicate and present information effectively.
- Ability to work with frequent interruptions and to pay close attention to detail.
- Ability to project a positive attitude and adapt to a rapidly changing environment.
- Ability to work independently and function effectively as a team player.
- Ability to sit for long periods of time entering data at a computer.
- Ability to accept responsibility for decisions, conduct and actions.
- Ability to travel overnight occasionally for training, meetings, and conferences.

## **EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Knowledge and proficient use of computers is required with willingness to expand knowledge through on the job training and course study to be identified by the Supervisor.

## **CERTIFICATES, LICENSES, REGISTRATIONS.**

Valid Drivers License and maintaining insurability under the Company's insurance plan is required.

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, see, sit (or stand), use hands to finger, handle, or feel. The employee frequently is required to walk and occasionally required to reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

The noise level in the work environment is usually quiet. Lighting and temperature are adequate. Eye strain may be a factor with considerable work on a computer.

**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 in this classification. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.