

Internet Position Description

Job Title: Customer Services Representative
Department: Internet
FLSA Status: Non-Exempt (Hourly)

General Summary:

Establish and maintain a good working relationship with the cooperative's internet customers. Provides immediate, accurate and courteous customer service. Major areas include promoting marketing programs, product sales and services, customer service, credit and collections, billing rates and procedures. Customer services representatives will communicate with customers using various means of communication, including but not limited to phone, email, mail, in-person and fax.

Responsibilities:

1. Comply with established Texas Electric Association safety and operating rules, policies, procedures, and guidelines. Be responsible for reporting any un-safe practices and or hazards to a supervisor.
2. Process requests from current and prospective customers who are attempting to establish or terminate internet service with myJEC.net Broadband. Advises those customers on procedures and charges associated with receiving internet service. Processes, updates and closes the associated service orders for installs and/or any other work that may be performed. Follows-up with associated duties.
3. Responsible for processing, updating, researching and maintaining billing accounts, customer information, faxes, customer account information, customer correspondence, online submissions, mail returns, and making reminder calls to overdue accounts.
4. Responsible for mapping customer locations through associated software, completing field work tracking sheets and dispatching of technicians.
5. Overall responsibility for resolving customer inquiries including but not limited to, billing, adjustments, credit and collections. Directs calls to the proper extension if not within the position's realm of responsibility.
6. Responsible for providing occasional backup support for electric division drive-up window, front desk and other associated duties during personnel shortages.
7. Responsible for maintaining inventory.
8. Performs other tasks and special projects as assigned.
9. Reviews his/her own position description, recommending any changes to his/her supervisor. Prepares annual goals and objectives with assistance from his/her supervisor.

Position Specifications

Educational Experience

1. High school graduate or equivalent is required. Additional vocational training is desirable. Generalist background should include course work in human relations, English composition and grammar, communications, typing, computer skills, and office procedures. Five years' experience in a comparable position. Each year of technical school or college education may be credited for one year of experience required.
2. Must be able to type 50 words per minute.
3. Bilingual: English required. Spanish recommended.

Key Competencies

1. Customer Focused – Enjoys helping others, is friendly, listens and responds promptly to customer concerns and complaints and follows through to ensure commitments are met. Manages difficult or emotional member situations. Solicits feedback to improve service.
2. Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Generates creative solutions, develops innovative approaches and ideas, and demonstrates attention to detail.
3. Technical Skills – Pursues training and development opportunities to continuously build knowledge and skills and shares expertise with others.
4. Communication Skills – Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions and participates in meetings.
5. Written Communication – Writes clearly and informatively, edits work for grammar and spelling, and varies writing style to meet needs.
6. Teamwork – Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team, and supports everyone's efforts to succeed.
7. Leadership – Inspires and motivates others to perform well, includes appropriate employees in planning and decision-making, takes responsibility for employees' activities, makes self-available to employees, develops employee's skills and encourages growth, gives appropriate recognition to others and continually works to improve work environment and leadership skills.
8. Ethics – Treats people with respect, keeps commitments, and accepts responsibility for own actions, inspires the trust of others, works with integrity and upholds organizational values.
9. Organizational Support – Follows policies and procedures, supports company goals and values, promotes a harassment-free environment, supports affirmative action and respects diversity.
10. Confidentiality – Uses discretion and maintains confidentiality in sensitive and personal matters related to the function.

11. Multitask – Successfully execute more than one task simultaneously.

Physical Demands/Working Conditions

The physical demands and working conditions for this position include sitting, standing walking and lifting less than 50 lbs.

Additional working conditions as follows:

1. The customer information section will be available **Monday – Friday, 8:00 a.m. - 5:00 p.m.**
2. Regular and punctual attendance is an essential function of this position. Variations to the work schedule need to receive the supervisor's approval.