



JOB DESCRIPTION

JOB TITLE: Customer Relations Specialist
DEPARTMENT: Retail Operations
REPORTS TO: Customer Service Manager
STATUS: Non-Exempt
Updated: October 2021

JOB DESCRIPTION SUMMARY: The Customer Relations Specialist (CRS) takes part in all commercial activities of TBTC and its subsidiaries to increase sales and usage of services and equipment. The CRS is involved in all aspects of customer relations, from initial contact to assisting with new services, service changes, billing, nonpayment, final account disconnection as well as maintaining accurate records. The CRS provides support and assistance in the resolution of routine customer questions/problems with company products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- * Responds to public inquiries on the selection and availability of services and/or billing questions surrounding local service, toll charges or other TBTC/TCI offerings.
- * Provide support and assistance in the resolution of routine customer requests, questions, problems, and service orders.
- * Analyzes information obtained to determine practicability of subscriber request and advises subscriber representative on selection and utilization of services
- * Addresses customer complaints to meet customer needs while maintaining company interests.
- * Fills out applications contract forms, determines charges for service requested, collects deposits, prepares change of address records and issues service orders.
- * Ensures accuracy of customer information for service and directory needs.
- * Acts proactively to meet the needs of all customers in a timely, efficient and friendly manner.
- * Assists with collection efforts of customer accounts.
- * Strives to solicit sales of new or additional services as opportunities present themselves.
- * Assists with special customer service projects as time allows.
- * Performs all other related duties as assigned.

Qualifications: Associates degree or one year certificate from a college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- * Knowledge of telecommunications technology, products and services.
- * Maintain a high level of knowledge of all company products/services in order to more effectively meet the needs of the customers and promote use of such services.
- * Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and regulations.
- * Ability to speak effectively, persuasively and clearly with customers and co-workers.
- * Ability to write routine reports and correspondence.
- * Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- * Possess knowledge of Internet access; Order processing systems; Spreadsheet software and Word Processing software.
- * Ability to solve practical problems and deal with a variety of concrete variables in situations.
- * Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- * Skill in identifying and resolving subscriber problems.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, typical office functionalities and work environment. *While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include ability to adjust focus while utilizing computer.*

COMMENTS: The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties and skills required of employees in the position. Noting in this job description restricts management's right to assign or reassign job duties as required. The job description is not to be construed as a guaranteed contract of employment for a definite period of time.

My signature below signifies that I have read and understand the duties of the job description and that I accept those duties. I also understand that this description is not limited to only those duties as described but may require other duties as assigned.

Employee Signature

Date

