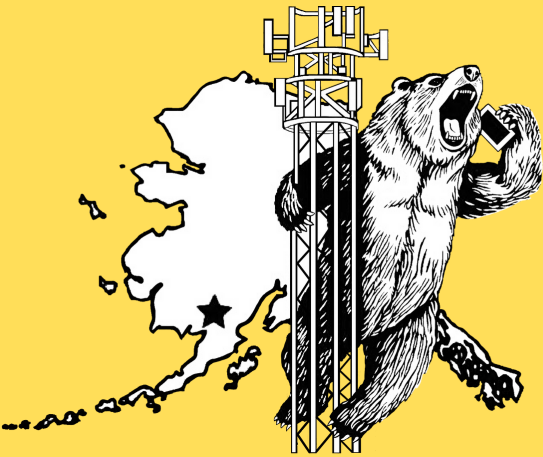


BRISTOL BAY TELEPHONE COOPERATIVE INC.

WE ARE  
HIRING

**OPEN POSITION**

**CUSTOMER SERVICE REPRESENTATIVE**



- **FULL TIME EMPLOYMENT**
- **GREAT BENEFITS**
- **ON THE JOB TRAINING**

**APPLY TODAY!**

**\*APPLICATIONS ONLINE AND IN OFFICE\***

📞 907-246-3403

🌐 [bristolbay.com](http://bristolbay.com)

✉️ [bbtccsr@bristolbay.com](mailto:bbtccsr@bristolbay.com)

## **Job Description: Customer Service Representative**

- The Customer Service Representative (CSR) answers incoming telephone calls, responds to public inquiries on the selection and availability of services, on billing questions about local telephone service, Internet service, and cellular service. CSR will also collect payments, process service orders and trouble tickets. The CSR is involved in all aspects of customer relations, from initial contact to assisting with inquiries and problems in service, billing, nonpayment, final disconnection of accounts and other duties as assigned.

## **Minimum Qualifications Required:**

- **Education/Experience:**
  - Familiarity with office machines, personal computers, and software is required.
- **Job Knowledge:**
  - **ON THE JOB TRAINING:** gain knowledge of Telephone Company rates, procedures and services of the Telephone Company and its subsidiaries. Basic understanding of rural telephone terminology, subscriber/community concerns and changes in regulation and the marketplace. Ability to anticipate and respond to customer demands. Reliability and a good attitude are a must. Daily communication with customers on service and billing;

## **Personnel Specifications:**

- **Education/ Experience**
  - Knowledge and skills usually acquired through one to two years of commercial office experience.
- **Position Relationships**
  - The CSR reports to the Customer Service Supervisor.
- **Internal**
  - Maintains effective working relationships with other staff to respond to service requests and billing problems. Maintains open line of communication with Customer Service Staff to provide an effective team environment and provide support.
- **External**
  - Responds to subscriber/ community requests for information on all company services. Works with vendors and suppliers to stay current of new service offerings and applications. Coordinates the preparation of company information with directory publishers.
- **Related Skills**
  - Work Successfully with a variety of personalities and maintain close relationship with staff. Pay close attention to detail and work accurately with figures in following step-by-step procedures and instructions; maintain complete confidentiality of subscriber credit and billing records. Operate office machines or personal computer; basic clerical skills. Possess excellent verbal, written and digital communication skills.
- **Evaluation Criteria:**
  - Sales/ commercial training;
  - Office experience;
  - Occasional assumption of authority;
  - Daily communication with customers on service and billing;
  - Daily communication with Staff;
  - Familiarity with office machines, personal computers and software, and company equipment offerings;
  - Short-term and long-term planning;
  - Need for continuing training in telephone operations, terminology, regulations, equipment, and competitive services;
  - Ability to respond creatively to specific requests and problems; and
  - Responsibility for day-to-day handling of customer information and billing records.

# Customer Service Representative

(Continued)

## Customer Service Representative (CSR):

### Specifically, the CSR:

- Answers incoming telephone calls with an appropriate greeting; routes incoming calls to appropriate employee; responds to public inquiries on selection and availability of services and on billing questions about local service, toll charges, other telco offerings, or cellular service;
- Accepts applications for service; collects appropriate fees that are due; enters service order information into appropriate computer software; checks customer credit and determines if a deposit is required;
- Processes Lifeline applications; completes Monthly Lifeline reports; works directly with USAC to process and complete enrollment and de-enrollment of Lifeline services.
- Enters cellular customer information into cellular switch; provisions cellular phone and SIM card; works directly with cellular switch provider
- Receives trouble reports, changes in service from customers for all telco provided services, including telephone, internet, cellular, etc.; enters trouble ticket information into appropriate computer software;
- Maintains files of customer applications, documents, and all supporting documents; files paper and digital documents in appropriate customer file on a daily basis;
- Daily contact with customers billing discrepancies and monthly statements; daily contact with plant personnel regarding service orders and trouble reports;
- Assists with collections, toll investigations, other adjustments to customer bills and assists other departments in resolving customer problems;
- Prepares telephone and cellular directory for publication, including advertising and promotion; sends notice of directory changes to publisher;
- Receives and processes payments from customers over the counter, Online, drop box, phone, etc.; prepares the necessary paperwork for the payments;
- Coordinates reconnection of subscribers disconnected or nonpayment and assists with accounting as assigned;
- Processes Late letters and mails;
- Assists with customer billing statements by folding, stuffing and mailing;
- Updates website and social media; and Recommends policies and procedures for the improvement of the commercial department.

**Bristol Bay Telephone Cooperative, Inc. is an Equal Opportunity Employer.**

**Employment is contingent on a favorable drug/alcohol screening.**

**Open until filled. If you have any questions, please call (907)246-3403**

**Persons interested in applying for this position can pick up an application at the offices of BBTC or an application can be downloaded from our website [bristolbay.com](http://bristolbay.com) and brought or mailed in**

**Bristol Bay Telephone Cooperative | PO Box 259 | King Salmon, AK 99613**