



**Employment Announcement
Open August 1st, 2019
(Accepting Applications NOW)**

Bristol Bay Telephone Cooperative, Inc. has an opening for a Full Time **Customer Service Representative**. 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 and brought or mailed in.

Job Description:

The Customer Service Representative answers all incoming telephone calls, responds to public inquires on the selection and availability of services and on billing questions about local telephone service, Internet service, cellular service and cable TV service. They also collect payments, process service orders and trouble tickets.

Minimum Qualifications Required:

Education/Experience:

Knowledge and skills usually acquired through one to two years of commercial office experience. Familiarity with office machines, personal computers, and software is required.

Job Knowledge:

Knowledge of Telephone Company rates, procedures and service offering 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.

Deadline for applications is Friday, August 30, 2019 @ 4:30pm.

If you have any questions please call (907) 246-3403

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

- CUSTOMER SERVICE REPRESENTATIVE

The Customer Service Representative is involved in all aspects of customer relations, from the initial contact to assisting with inquiries and problems in service, billing, nonpayment, and final disconnection of an account.

Specifically, the Customer Service Representative:

Answers all incoming telephone calls with the appropriate greeting; routes incoming calls to appropriate employee; responds to public inquiries on the selection and availability of services and on billing questions about local service, toll charges, other telco offerings, cellular service, or cable TV service;

Accepts all applications for service; collects the appropriate fees that are due; enters service order information into the computer; checks customer credit and determines if a deposit is required;

Processes lifeline Applications and res-certifications.

Enters cellular customer information cellular switch;

Provisioning cellular phones.

Receives trouble reports, changes in service from customers for all telco provided services, including telephone, cable TV, cellular, internet, etc.; enters the appropriate trouble ticket into the computer;

Maintains files of all customer applications, documents, and any other supporting documents; files all paper documents in the 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, and other adjustments to customer bills and assists other departments in resolving customer problems;

Helps to prepare the telephone directory for publication, including advertising and promotion; sends notice of directory changes to publisher;

Receives payments from customers over the counter; processes credit card transactions; prepares the necessary paperwork for the payments;

Coordinates reconnection of subscribers disconnected for nonpayment and assists with accounting as assigned;

Processes late letters and mails

Assists with the customer bills by stuffing and mailing bills; and

Recommends policies and procedures for the improvement of the commercial department.

Personnel Specifications

Education/Experience

Knowledge and skills usually acquired through one to two years of commercial office experience.

Job Knowledge

Knowledge of telephone company rates, procedures, and service offerings the telco 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.

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 and written communication skills.

Position Relationships

The commercial representative reports to the assistant general manager.

Internal

Maintains effective working relations with other staff to respond to service requests and billing problems.

External

Responds to subscriber/community requests for information on all company services. Works with vendors and suppliers to stay abreast of new service offerings and applications. Coordinates the preparation of company information with directory publishers.

Evaluation Criteria:

Sales/commercial training;

Office/marketing experience;

Occasional assumption of authority;

Daily communication with customer on service and billing;

Familiarity with office machines, personal computers and software, and company equipment offerings;

Short-term planning;

Regular preparation of customer credit reports;

Need for continuing training in telephone operations, terminology, regulation, equipment, and competitive services;

Ability to respond creatively to specific requests and problems; and

Responsibility for day-to-day handling of credit information and customer billing records.