



rainbow

Rainbow Telecommunications Association, Inc.
Customer Service Representative
Position Description

In keeping with our mission to deliver exceptional customer service and to be the preferred provider of communications services in the areas we serve, this position supports the company mission statement by meeting the needs and expectations of the customers and management by providing high quality, reliable, timely, and accurate customers services

This position supports the company's customer service philosophy that distinguishes us from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct, and the pursuit of continuous daily improvement.

Position Title: Customer Service Representative

Reporting Locations: Hiawatha/Everest/Seneca/Atchison

Department: Customer Service

Status: Full-time/Non-Exempt

Supervisor Title: Customer Service Manager
(assigns work, gives direction and answers questions)

Evaluators: Customer Service Manager
(Evaluates work of employee)

In-put: Customer Service Manager
Director of Product and Services
Management Team
Customers

Direct Reports: N/A

By: Lori Kinnear

Customer Service Manager
Rainbow Telecommunications

Effective Date: 11.2.2015

Review Date: 10.15.2020

Review Date:

ESSENTIAL RESPONSIBILITIES/JOB TASKS

100% Provides customer service and customer care for the purpose of ensuring customers are served in the manner that meets the company customer service standards. Tasks may include selling and promoting services, answering customer billing questions, handling new service requests, changes, and disconnects, answering customer questions and concerns, receiving and processing account payments, scheduling installations/disconnects of services with the customer, completing paperwork, waiting on customers on the phone and in person, taking trouble reports from customers and scheduling repair times, providing technical support over the phone and in person, additional responsibilities may be added as the needs of the company change and expand. Monitored by the Customer Service Manager through periodic meetings, review of reports, and consideration of feedback from Management, employees, and customers.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

RESPONSIBILITIES:

Participate and function effectively individually and as a member of a team. Ability to engage in team problem solving activities, identify and resolve task and process oriented conflicts with the team. Provide relevant input and information to the team problem solving activities. Must relate well with others when providing and obtaining information, must communicate and listen to customers and co-workers and represent the company in a professional manner.

LATITUDE:

Most duties are assigned with performer planning and arranging tasks in order to complete duties. Problem solving is accomplished in conjunction with supervisor. Most decisions not effecting other departments can be made independently in accordance with company policy. Provides input to hiring, firing, and transfer of employees. All purchase requests are referred to the Customer Service Manager.

IMPACT OF POSITION:

Successful completion of essential job functions ensures quick response to customer calls, promotes company image and products, and effectively utilizes department labor, materials and equipment.

CUSTOMER SERVICE/INTERACTION:

Daily, weekly, and monthly phone, written, and face-to-face contact with employees within the department and other departments, respectively, to exchange information.

Daily, weekly, and monthly phone and written contact with customers and vendors to complete job tasks

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

High school diploma, required.

SKILLS:

Administrative
Technical
Human Relations
Conceptual
Political
Emotional Intelligence
Writing
Oral Communication
Phone
Math
Computer
Multi-tasking

EXPERIENCE:

At least one year of customer service, preferred.
Two to three years Microsoft applications, required.

LICENSE:

Valid KS driver's license and a good driving record, required.

EQUIPMENT:

Multi-line phone system, computer, calculator, and other general office equipment.

PHYSICAL:

Occasional bending, carrying, squatting, twisting, and lifting up to 40 lbs. independently, required.
Frequent utilization of manual dexterity and visualizing of a computer screen, required.

TRAINING:

Ongoing training as required by the company.
Training outside of the company must be completed within one year, required.

WORK CONDITIONS:

Office environment.

OTHER:

Occasional travel by vehicle, required.

Occasional travel by air, required.

Occasional overnight, required.

Occasional overtime, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: