

Position Title: Residential Account Representative	Department: Jonesboro
Reports To: Residential Customer Service Supv.	FLSA Status: Non-Exempt
Business Unit: Communications	

General Summary:

Serves as a primary point of contact for residential customers. Responsible for promoting products, receiving and processing customer account payments, receiving and processing service orders, taking new customer applications, and responding to customer inquiries and issues.

Essential Job Functions:

- Ensures that each customer receives outstanding service by providing a friendly environment, a willingness to listen to customer needs, and solid product knowledge. Handles customer inquiries and complaints in a proficient and timely manner.
- Remains current with changing trends in communications and services/products offered by the company.
- Provides customer service by assisting customers with new service requests, billing inquiries, repair issues, and account changes.
- Sets up telecom, internet and/or CATV accounts for customers.
- Coordinates conversion of communication and CATV services.
- Prepares purchase orders for customer premise equipment.
- Responsible for entering all customers billing information into CDG billing software.
- Promotes and sells services and products to new and existing customers.
- Develops relationships with residential clients through personal contact.
- Works with dispatch team to schedule all service orders with technicians using scheduling software.
- Clears paystation accounts and processes credit card and draft payments on a monthly basis.
- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of general office practices and procedures.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Knowledge of telephony, data services and CATV industries.
- Knowledge of written communication practices, procedures and formats.
- Knowledge of GUI software applications, i.e. billing systems, accounting systems, and vendor order systems (e.g. SBC and long distance provider).
- Knowledge of various operating systems, Word, Excel, Explorer and Outlook.
- Skill in identifying problems and resolutions.
- Skill in operating various office equipment such as a personal computer, copier, fax, and telephone systems.
- Skill in oral and written communication.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to pay close attention to detail.
- Ability to work with frequent interruptions.
- Ability to follow written and oral instructions.
- Ability to work independently.
- Ability to effectively function as a team player.

Education and Experience:

High School Diploma or equivalent plus previous customer service experience.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.