



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

The MTC Customer Service Representative (CSR) serves as the primary interface for new and existing customers requesting service information, installation or service appointments, billing inquiries, trouble-shooting, and other general customer service support activity. The CSR responsibilities are widely diverse and include a knowledge of MTC products and services, familiarity with the latest customer premise equipment, ability to market and sell MTC products, and effectively communicate with the customer to provide an excellent customer service experience.

Responsibilities and duties include but are not limited to:

- Provide excellence in customer service by assisting customers with new service requests, product information, billing inquiries, and other general requests as needed.
- Receive and process payments from customers, complete collection calls, post payments to appropriate accounts, and issues receipts as necessary.
- Promote and sell MTC services to new and existing customers. Increase sales and services by implementing marketing plans and strategies.
- Answer incoming telephone calls, respond to general questions, take messages, and/or transfer callers to appropriate personnel.
- Accountable for proper control and tracking of customer payments.
- Knowledge of latest customer premise equipment to effectively assist customers with general questions and troubleshooting steps.
- Interface with Field Staff as necessary to insure proper work order completion.
- Interface with billing system, workforce management, and provisioning systems to complete service orders.
- Engage in company efforts to establish new marketing campaigns, direct sales initiatives, customer service procedures, and operational policies for employee and customer benefit.

Requirements include but are not limited to:

- Excellent customer service and communication qualities.
- Positive working attitude and professional appearance.
- Professionally and effectively handle a diversity of customer complaints, frustrations, compliments, and demands.
- Computer proficiency in Microsoft Word, Excel, and Windows based software, phone systems and office equipment.
- Possible weekend, evening and overtime work schedules.
- Adaptable with a desire to learn.
- Possess a valid driver license which meets the MTC insurance requirements.
- Comply with the Drug Free Workforce Act.
- Administrative Duties as necessary to complete work order flow, interface with automated workforce management and provisioning systems.
- Follow job safety policies and procedures.
- Comply with Smoke Free Policy.