

CUSTOMER SERVICE REPRESENTATIVE (CSR)

Job Title: Customer Service Representative (CSR)
Department: Business Development & Customer Service
Reports To: Manager - Customer Service
Supervises: No One

EDUCATION and/or EXPERIENCE:

A High School Diploma/GED is required. Additional credit will be given for post secondary education and experience that may be directly construed as enhancing the ability of the applicant to perform the duties of this position.

DESCRIPTION:

The Customer Service Representative (CSR) is essential to the profitable sales and support of the various products and services offered by FTC and its subsidiaries. The successful CSR will model a servant attitude in every function of their job as they seek to meet the needs and exceed expectations of customers and fellow employees as well as other members of the local and telecom communities. CSRs serve a primary role in generating the desired "customer experience".

ESSENTIAL SKILLS:

- Highly motivated self-starter with good organizational skills
- Excellent interpersonal skills with the ability to clearly communicate (especially verbally)
- The desire and ability to diagnose problems and find workable solutions
- The ability to learn and operate complex systems (computer and/or other) related to the provisioning, billing, and maintenance of customer accounts.
- Moderate to advanced Microsoft Office (Word & Excel) Skills

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities include but are not limited to:

- Sales and support of all products and services offered by FTC
- Become technically proficient with FTC services and how to provide basic Tech Support
- Utilize Crowd Fiber and StellarView in support of sales
- Ongoing training related to the knowledge and/or execution of the following:
 - FTC policies and procedures
 - State/Federal/Government policies
 - FTC products and/or services
- Other duties as assigned

PHYSICAL DEMANDS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this position. Otherwise, representative duties of this job include but are not limited to sitting, using hands to handle or feel, reaching with hands and arms, speaking and hearing, and standing and walking. One must occasionally lift and/or move up to 25 pounds.