

# Customer Service Representative

Hamilton County Telephone Co-op currently has an opening for a full time Customer Service Representative. Duties would include, but not limited to, answering phone calls, greeting customers, providing customer service related to billing, service requests, troubles, and providing some low level technical support. Additionally, this person will recommend new products and services to both potential and existing subscribers.

## **Duties:**

Phone calls must be answered in courteous and professional manner. This is the majority of our interaction with our subscribers, so it is vital to be able to multi-task while addressing concerns or service questions from subscribers.

Attracts potential customers by answering product and service questions; suggesting information about other products and services.

Creates new and maintains current customer accounts by recording and updating necessary information in our software database. Also, appropriately files paperwork when necessary.

Assists in resolving product or service issues by clarifying the subscriber's complaint; determining the cause of the issue; selecting and explaining the best course of action to resolve the issue; following up to ensure resolution.

Recommend products and services to potential customers, or up-sell related products and services to existing customers. Will need to provide product or service information to assist customers in making a decision about a product/service to buy.

Responsible for processing all customer payments, including entering them into our system and balancing with bank statements. In addition, responsible for balancing and maintained certain billing records.

## **Knowledge, Skills, and Abilities:**

- Excellent written, oral communication, and phone skills
- Attention to detail
- Excellent listening skills
- Ability to diplomatically communicate with customers in a professional and courteous manner.
- Ability to problem-solve
- Ability to function as a team player and work well with others in an office environment.
- Ability to work with scheduled deadlines and prioritize multiple tasks
- Basic knowledge of computer hardware and software.
- Ability to work independently
- Ability to sell products and services over the telephone to potential customers
- Positive attitude
- Team player
- 2-5 years of experience in customer service in an office environment
- Must be highly proficient in MS Office programs, Excel and Word
- Adapt well to change

Interested candidates should send all resumes or applications to [jobs@hamiltoncom.net](mailto:jobs@hamiltoncom.net).