



Position Title: Customer Care Representative I

Reports To: Call Center Manager

Shift: TBD

Pay Grade: 2

Pay Range: \$11.15/hr

Position is eligible for bilingual pay differential of \$0.50/hour

Position Summary:

The primary goal of the Customer Care Representative is to promote the organization's sales culture by providing quality service to customers in account activation, maintenance, billing, problem solving, modification, and enhancement.

Essential Duties and Responsibilities:

- Communicate professionally with customers in person, via telephone live chat, or mail regarding service orders, billing inquiries, phone service, high-speed data service, and programming
- Sell new service and attempt to upgrade existing customers; may be required to meet sales goals
- Understand and have working knowledge of the Amdocs billing system, as well as our multi-line telephone system in order to provide efficient problem-solving for all customer contacts
- Operate contact tracking notes, customer comments, warnings and alerts to review customer account information, consistently and accurately input data regarding customer accounts, history, service and billing
- Utilize basic knowledge of computer and computer, Internet, and television services to provide Level I technical support
- Maintain a consistent standard in regards to published departmental customer support standards and quality assurance measurements
- Progress in training, complete training initiatives including Basic, Advanced and HSDS Certifications
- Process customer payments and accurately follows batching procedures
- Competently use a PC with Windows XP, Word, Excel, and Outlook, along with other related software
- Ability to work evenings and weekends as a part of a regular schedule and/or dictated by business needs
- Identify and work to prevent, to the extent possible, problems and roadblocks
- Troubleshoot problems with accounts, apply judgment in analyzing and resolving problems, generate new ideas to meet customer needs
- Complete routine work without instructions, show initiative to improve processes and products
- Collaborate and communicate with other departments to ensure customer satisfaction

- Demonstrate high ethical standards, strong work ethic with an emphasis on team commitment, show respect for others, acknowledge and build on others ideas, and support group decisions
- Other functions that may be assigned

Preferred Qualifications:

- Ability to professionally interact with customers and co-workers
- Ability to communicate effectively both verbally and in writing
- Basic understanding and working knowledge of computers (PC) w/Internet literacy preferred
- Knowledge of a variety of computer software applications including Word, Outlook, Excel and Windows
- Cable television experience preferred, but not required
- Cash handling & balancing a plus
- High school diploma or equivalent
- Successful criminal background check and pre-employment drug testing is required prior to the beginning of employment

Physical Requirements

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently Sit and/or stand for long periods of time
- Frequent use of keyboard and computer screen
- Occasionally lift and carry 25 pounds