



**Position Title: Senior Customer Care Representative**

Reports to: Customer Care Lead and Call Center Manager

Pay Grade: 5

**Position Summary:** The primary goal of the Senior Customer Care Representative is to effectively resolve support requirements for Internal/External customers. Works to achieve account accuracy and customer retention metrics. Identifies and resolves system entry errors and provides feedback; before and after customer impact. Ensures accuracy and adherence of all electronic customer replies (such as Feedback/CSAT, etc.). Identifies trends and communicates gaps in knowledge and processes to individuals, management, and/or trainers to be corrected via training or process revision.

**Essential Duties and Responsibilities:**

- Maintain advanced proficiency in company customer care policies and procedures as well as advanced technical knowledge
- Accurately reply to CSAT, live chat, and customer feedback inquiries using set company parameters to exceed customer expectations; Utilize advanced level business writing and communication skills
- Audit nearly 100% of all CSR work orders for accuracy and policy adherence
- Create Excel reports in Excel and complete basic auditing processes
- Assist department leaders with the creation and implementation of policy and procedures approved by department Manager/Director; Continually evaluate processes and suggest methods to improve efficiency and service
- Handle problems that require follow-up and/or escalation to a higher level of expertise
- Assist Customer Care Representatives and customers with complex inquiries in a timely manner
- Understand and appropriately utilize company resources in the successful development, implementation, tracking, reporting and feedback of departmental and company initiatives
- Assist Leads to provide daily direction and communication to associates so that customer calls are answered in a timely, efficient, and knowledgeable manner
- Complete work with little direction, self starter, show initiative to improve processes and products
- Collaborate and communicate with other departments to ensure customer satisfaction
- Take the lead in communicating with trainers and leadership team to identify quality trends and address gaps in knowledge and processes with individuals, management, and/or trainers to be resolved through training or process revision. Provide feedback for process improvements.
- Create and maintain a high quality work environment so team members are motivated to perform at their highest level
- 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
- Establish work procedures and processes that support company and departmental standards, procedures, and strategic directives
- Use appropriate judgment in upward communication regarding department or associate concerns
- Serve in the Customer Care queues by assisting inbound customers with questions about BendBroadband products and services
- Other functions that may be assigned

## Competencies

To successfully reach performance standards of position, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics; Improves processes, products and services.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits and applies customer feedback (internal and external) to improve service; Responds to requests for service and assistance; Meets commitments.
- **Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification.
- **Teamwork** - Contributes to building a positive team spirit; Includes associate's in planning, decision-making, facilitating and process improvement; Takes responsibility for the team's activities; Shares team successes; continually works to improve team building skills.
- **Mentor** - Makes self available; Provides regular performance feedback; Develops associate's skills and encourages growth; Fosters quality focus in others; Builds self esteem.

## Preferred Prerequisites

- At least four years of progressively complex related experience or equivalent education and knowledge desired
- Advanced knowledge and understanding of computers preferred (PC and MacIntosh), including DOS, Internet, IE6.0, and Microsoft Office Suite including: Excel, Word, PowerPoint and E-mail software
- Eager to work in a fast paced environment and have a desire to exceed the service expectations of the customer
- Ability to prioritize and manage multiple tasks
- Ability to act as a leader and motivate a team
- Strong interpersonal skills
- Strong communications skills, both verbal and written. Ability to accurately interpret and explain documents such as safety rules and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before various audiences.
- Strong organizational skills. Ability to think critically under pressure situations.
- Must have certifications for Level I and Level II Customer Care with ability to achieve Level III certifications, training, and other development goals as assigned by department supervisor
- A high school diploma or equivalent; associates degree or applicable technical certification/degree a plus
- Successful criminal background check and pre employment drug screening required

**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 or stand for extended periods of time
- Frequent use of computer monitors, keyboards, and phones for extended periods of time
- Occasionally lift and carry 25 pounds