

Job Class: Customer Service Representative

Job Title: Customer Service Representative

Department: ITI Customer Service / Accounts Receivable Call Center

Manager's Title: Manager, ITI Customer Service / Accounts Receivable Call Center

Job Summary:

Employee will assist customers with setting up accounts, will provide answers to customer inquiries and will perform routine office duties.

Essential Duties:

- Answer incoming telephone calls from customers.
- Explain billing procedures to new customers and gather all customer information needed to establish an account.
- Enter customer data quickly and accurately into the computer system.
- Send appropriate paperwork to customers when needed.
- Provide account information to customers.
- Evaluate and research customer problems to reach a resolution.
- Log all customer calls received.
- Manage difficult or emotional customer situations in a calm and tactful manner.
- Perform other routine office duties as assigned.
- Duties are subject to change at the discretion of management.

Qualifications/Competencies:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required for this position.

- Ability to communicate effectively with customers and co-workers both verbally and through written communication.
- Ability to work independently or with other team members.
- Ability to manage difficult or emotional customers in a calm and tactful way.
- Ability to enter data quickly and accurately into the computer.
- Ability to follow instructions and be attentive to detail.
- Ability to draw on past customers cases to troubleshoot accounts.

Education and/or Experience:

High School Diploma required. Customer service experience preferred.