

# Customer Service Representative



The best employees anywhere, that's the Arvig advantage.

## Position Information

### Position Title

**Position Title:** Representative, Customer Service

### Position Information

**Company:** Time Communications

**Business Unit:** 14001

**Grade:** SS2

**Accountable To:** Contact Center Supervisor

**Exempt Status:** Non-Exempt

**Direct Reports:** None

### Safety Sensitive Position

**Safety Sensitive:** No

## Primary Objectives

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To provide an excellent customer experience for every caller through professional call handling, attentiveness to the caller, accuracy, and attention to details

## Essential Functions

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- I. Attendance
  - A. Adhere to scheduled work days and hours
  - B. Follow process to cover schedule if unable to work
- II. Call Taking
  - A. Answer calls as they are dispersed, and maintain call control at all times
  - B. Verify all information with live caller
  - C. Follow all call handling procedures as stated in the client's info pages per account
  - D. Solve routine problems independently
  - E. Maintain or exceed company set guidelines for statistics
  - F. Obtain full understanding of all call levels in Infinity, PI, and Web
  - G. Involve Team Leaders in unusual or sensitive problems
  - H. Ensure quality customer service for clients

- I. Keep client manuals and voicemail logs accurate and up to date
- III. Personal Development
  - A. Maintain and gain knowledge through ongoing training on new and existing accounts
  - B. Communicate concerns to team leaders or managers
- IV. Maintain Equipment
  - A. Report technical issues to appropriate staff
  - B. Update supervisors of equipment problems (i.e. chairs, keyboards, and headsets)

## Secondary Functions

### Secondary Functions

- V. Other
  - A. Adhere to pre-posted schedule for all work shifts and breaks
  - B. Perform other duties as assigned and/or required

## Qualifications Section

### Education Requirements

Min/Preferred	Education Level	Description
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### Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
1		Working in a customer service related field

### Knowledge

Min/Preferred	Knowledge
Minimum	Understanding of excellent customer care concepts

### Certifications

Min/Preferred	Certifications
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### Skills

Min/Preferred	Skills
Minimum	Proficient computer operation
Minimum	Good communication skills both written and oral

Preferred	Conflict resolution skills
<b>Abilities</b>	
<b>Min/Preferred</b>	<b>Abilities</b>
Minimum	Ability to communicate professionally with customers
Minimum	Ability to handle private and confidential information as directed
<b>Character</b>	
<b>Min/Preferred</b>	<b>Character</b>
Minimum	Dependable
Minimum	Thorough and complete
<b>Other</b>	
<b>Min/Preferred</b>	<b>Other Qualification(s)</b>
Preferred	Work experience in a call center environment

## Physical Requirements

### Physical Requirements in a typical day

Activity	Hours
Sit	8
Stand	0
Walk	0

### Frequency at which you would carry/lift in a typical day

Activity	Lift from waist	Lift from floor	Carried for distance
Less than 10 lbs.	Occasionally	Occasionally	Occasionally
10 to 25 lbs.	Occasionally	Occasionally	Occasionally
26 to 50 lbs.	Not at all	Not at all	Not at all
Over 50 lbs.	Not at all	Not at all	Not at all

### Frequency at which you do the following in a typical day

Activity	Frequency
Bend/stoop	Occasionally
Squat	Occasionally
Crawl	Not at all
Climb	Not at all
Reach above shoulder level	Occasionally
Crouch	Not at all

Kneel	Not at all
Balance	Not at all
Pivot	Not at all
Push/pull	Occasionally
Simple grasping	Frequently
Firm grasping	Occasionally
Fine manipulation	Not at all
Feeling/sense of touch	Not at all
Use of computer	Continuously
Use of telephone	Continuously
Color vision	Frequently
Near vision	Continuously
Far vision	Occasionally
Peripheral vision	Not at all
Night vision	Not at all
Walking stairs	Not at all
Depth perception	Occasionally
Hear in person	Frequently
Hear on telephone	Continuously
Talk in person	Frequently
Talk on telephone	Continuously
Smell	Not at all
Work at desk	Continuously
Driving	Not at all
Pets	Not at all
Blood and bodily fluids	Not at all
Dust	Not at all
Cigarette smoke	Not at all
Needles	Not at all
Sharp objects	Not at all
Weather conditions	Not at all
<b>Other duties not listed above</b>	
<b>Activity</b>	<b>Frequency</b>

**Disclaimer**

**Disclaimer**

This job description is a general outline of responsibilities and may change at any time with or without notice. I understand this is not a contract of employment and that I may be requested to perform other duties not listed here. I have read and understand this job description.