

## CC Communications Position Description

### Job Title: Customer Service Clerk

**Department:** Customer Service, Billing & Collections

**Reports To:** Customer Service, Billing & Collections Supervisor

**FLSA Status:** Non- Exempt

**Date Prepared:** May 23, 2025

**Approved By:** 

Date Approved *5/23/25*

**Wage Schedule:** CHT6

#### POSITION OVERVIEW:

The Customer Service Clerk provides clerical assistance to Customer Service and Billing & Collections. Responsible for duties relating to general customer service and billing & collections office support. Assist with existing and new customers providing quality customer service by interviewing customers both in person and over the telephone. Assists customers with new service requests, disconnects, troubleshooting, special deposits and payments. Promotes services of the company while dealing with new and existing customers.

The Customer Service Clerk shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth.

**EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES:** The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in *italics*) are duties which may need to be performed but which are **not** essential duties of the position.

1. May deal directly with general public requiring the ability to communicate pleasantly, answering general customer inquiries positively, calmly, and within company policy, refers customers to Customer Service Representatives or other company personnel when appropriate.
2. Continuously updates knowledge of Company products and services through formal and informal training. Product lines include telephone and long distance, internet, television, security system and PERS or any combination of services in accordance with established rates, procedures, and policies.
3. May describe, explain, demonstrate and troubleshoot various products and services to customers. Answers customer inquiries regarding type and availability of Company products, services and related options or relevant details. Focus would be simple install, move and/or disconnect.
4. Assists outside sales staff with various aspects of sales and services.
5. Provides periodic reports and updates to Supervisor as to results of efforts to meet established department goals and other performance objectives.

6. Assists in initiating orders for service, coordinating installation dates and miscellaneous requirements with other departments as necessary. Ensures that all charges are applied correctly, and that directory listing information, long distance carrier choice, credit information, and other relevant customer data are accurately input.
7. Accurately documents all customer transactions by inputting data to electronic database.
8. Demonstrates a high level of quality customer relations, going beyond the average customer expectations to provide a high standard of excellence. Interacts positively with others both within and outside the company.
9. Assists in investigating credit worthiness of customers. Receives an approval regarding amount of deposit required or other means of assisting the customer establish adequate credit. In accordance with credit guidelines.
10. Assists with activating, changing, and disconnecting services in various provisioning systems including, but not limited to switches, servers, online systems, and/or electronic databases, as may be assigned.
11. Maintains accurate records of all customer transactions including payments, new services, additions, moves or other changes, and disconnects.
12. Represents all departments within the company in handling customer requests, inquiries, or complaints. May serve as the first point of contact for all customer calls other than the 611 – telephone repair number.
13. Assist with directory publication and with directory advertising promotion. May verify local yellow page advertising is billed in accordance with the advertising contract. Updates directory assistance data base and verifies accuracy.
14. Performs collection activities for any and all collection efforts up to the PRC (Pre-collect notification letter from outside collection agency) notification. Such tasks include but are not limited to: producing, processing late fees, processing broken payment plan suspends, negotiating payments plans within company guidelines, preparing and running IVR list/calls for the purpose of warning and/or reminding payment is past due either thru manual calls or automated means, processing accounts for intercept, NPD (Non-Pay disconnect), and preparing, verifying and sending IH (in-house) letters.
15. Other duties as assigned.
16. Recognizing that job safety is a primary objective in all duties. Attends and participates in company safety and training meetings.
17. Attend in-house and outside schooling, trainings or meetings, requiring travel by car, bus, plane or other means for extended periods of time, when necessary to enhance knowledge.

## **QUALIFICATIONS:**

### **Skills, Knowledge and Ability**

- Knowledge of products, services and operating systems associated with customer trouble/complaint reporting, service provisioning, billing, inventory management, and work assignments
- Ability to evaluate standard and unique circumstances and make decisions that effectively resolve issues based on established procedures.
- Ability and willingness to quickly learn multiple computer applications, processes and procedures.
- Ability to demonstrate a pleasant personality, professional appearance and demeanor, tact, diplomacy and to diffuse confrontational situations.
- Ability to establish and maintain good working relationship with other departmental and company personnel.
- Ability to demonstrate proficiency in business and customer relations.

- Ability to work under conditions of frequent interruptions and with a variety of personalities.
- Ability to assimilate and consolidate information from various sources, select the optimum alternative methodology, make sound decisions and promote efficiency of operations.
- Ability to apply common sense, an understanding to carry out detailed written or oral instructions.
- Ability to work accurately and efficiently with numbers and calculations.
- Ability to work with a high degree of accuracy in handling of money, including cash, check and credit cards.
- Ability to work well as part of a team and independently.
- Ability to accept responsibility for own activities.
- Ability to work under pressure of deadlines and under stressful conditions.
- Ability to maintain a good attendance and timeliness record and conform to expected periods of work.
- Ability to read, write, comprehend and speak English.
- Ability to maintain confidentiality of all proprietary information.
- Ability to modify own behavior and work activities in response to new information, changing conditions, or unexpected obstacles. Views issues/problems from different perspectives. Considers a wide range of alternatives, including innovative or creative approaches. Strives to take actions that are acceptable to others having differing views.

**SPECIAL REQUIREMENTS:** May be required to attend out of town training or meetings requiring travel by car, bus, plane or other means of transportation. May be required to work extended hours and/or weekends as needed to complete projects, meet deadlines or work schedule.

**EXPERIENCE and/or TRAINING:** Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

- Completion of the requirements for a high school diploma or equivalent **and**
- Two years additional education above the high school level **or**
- Two years progressively responsible experience in directly providing customer service functions.
- At least two years of experience which demonstrates computer literacy and proficiency with Microsoft Office application software, ex: Word, Excel, Outlook, SharePoint. Experience using various office equipment such as copiers, fax machines, 10-key calculators, multi-line telephone sets, computer workstations, printers, etc. as well as the ability to communicate in written form through business letters, email, faxes, etc. using appropriate business communication language.
- Associate degree or equivalent is preferred.
- At least one year of experience in sales is preferred.
- At least a year experience using billing systems, order administration, and/or Customer Relationship Management (CRM) software is preferred.
- Experience in general telephone business operations is helpful.
- Bilingual English/Spanish is helpful

**PHYSICAL REQUIREMENTS:** the physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, stoop, sit and stand for long periods of time. Dexterity

and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting and stooping to access files and records is required. Sufficient manual dexterity and cognitive ability to operate a personal computer using word processing, spreadsheets and databases. The ability to communicate face to face and via telephone. The ability to lift at least 25 pounds on a recurring basis. Vision requirements include close vision, distance vision and the ability to adjust focus.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING ENVIRONMENT:** Majority of work is performed under the following conditions: Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur. Some of the work is performed outside with exposure to extreme weather conditions including heat, rain, snow, cold, and wind. Incumbents are exposed to noise, dust, fumes, odors, and vibrations and may be exposed to toxic chemicals and solvents such as herbicides and/or pesticides, paints, road paving materials and cleaning materials. The noise level in the work environment is often loud. Work may be performed independently.

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Employee's signature

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Date

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Supervisor's signature

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Date

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Manager's signature

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Date