



## JOB DESCRIPTION

**Job Title:** Temporary First Impression Specialist  
**Department:** Customer Service  
**FLSA Status:** Non-Exempt  
**Reports To:** Customer Relations Supervisor  
**Location:** Safford  
**Approved By:** Lana Estes  
**Approved Date:** 2023

Page 1 of 3

### GENERAL PURPOSE OF JOB

Be a friendly face for Valley TeleCom Group by educating walk-in potential customers on the benefits of fiber optics and demonstrating the features of our services. Also provide exceptional customer service to existing customers in payments, bill inquiries, service issues, handling equipment returns and completing general office duties as assigned. Serves as primary point of contact for customers, vendors and visitors. Being resourceful and reaching out to other departments and teams keeps us all exceptional.

### ESSENTIAL DUTIES AND RESPONSIBILITIES *(May include but are not limited to the following. Other duties may be assigned.)*

- Greet and direct customers entering establishments and notify company personnel of visitor arrival
- Actively encourages teamwork, open communication, and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.
- Answer, screen, and direct incoming telephone calls to appropriate departments.
- Assist walk-in customers with inquiries by providing information on our products
- Respond to customer's questions and concerns regarding their service, trouble tickets, and service orders
- Help with customer care specialist projects as needed Receive payment by cash, check, and credit cards. Balance daily cash drawer.
- Maintain clean and orderly work area.
- Make announcements on paging system as necessary.
- General understanding of how products work and how to troubleshoot issues with customers
- Compile and maintain non-monetary reports and records.
- Accurately convey customer requests and orders to necessary departments.
- Accurately record and maintain customer information in customer files.
- Handle all information in an unbiased and confidential manner.
- Maintain accurate inventory control.
- Provide customer service to all departments.
- Occasionally attends public relations events which may require working nights and weekends

### EDUCATION and EXPERIENCE

High school diploma or General Educational Development (GED) certificate and six months' related experience and/or training.

### LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance

instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization. Bi-lingual in Spanish and English is desirable and may be required depending on office location and staffing needs.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages and volume.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**COMPUTER EXPERIENCE**

Intermediate personal computer skills including electronic mail, word processing, spreadsheet, database activity, etc. Microsoft Word and Excel experience is desirable but not essential.

**PLANNING/ORGANIZATION**

Be able to prioritize tasks, handle multiple tasks and projects simultaneously.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have and maintain possession of a valid driver's license.

**CONTACTS**

Works with all departments and employees of Valley TeleCom Group. Works with vendors, business people and customers.

**PHYSICAL/ENVIRONMENTAL DEMANDS**

PHYSICAL DEMANDS	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	—	—	<u>XXX</u>	—
Walk	—	<u>XXX</u>	—	—
Sit	—	—	—	<u>XXX</u>
Use hands to feel	—	—	—	<u>XXX</u>
Reach with hands and arms	—	—	<u>XXX</u>	—
Climb or balance	—	<u>XXX</u>	—	—
Stoop, kneel, crouch, or crawl	—	<u>XXX</u>	—	—
Talk or hear	—	—	—	<u>XXX</u>
Taste or smell	<u>XXX</u>	—	—	—

**WEIGHT**

**Amount of Time**

	None	Under 1/3	1/3 to 2/3	Over 2/3
<b>Lifting and/or carrying</b>				
<b>Up to 10 pounds</b>	—	—	—	<u>XXX</u>
<b>Up to 25 pounds</b>	—	—	<u>XXX</u>	—
<b>Up to 50 pounds</b>	—	<u>XXX</u>	—	—
<b>Up to 100 pounds</b>	<u>XXX</u>	—	—	—
<b>More than 100 pounds</b>	<u>XXX</u>	—	—	—

**WORKING CONDITIONS**

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

**PHYSICAL ACTIVITY LEVEL**

Light physical activity performing non-strenuous daily activities of an administrative nature.

**MANUAL DEXTERITY**

Manual dexterity sufficient to reach/handle items, work with hands and operate a keyboard.

**WORK SCHEDULE**

Regular (40 hours per week) with possible split days off subject to company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

**VISION (Any or all will be required to perform the functions of this position.)**

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

**NOISE**

Moderate noise (examples: business office with computers and printers, light traffic).

**TRAVEL**

Periodically be able to report to other Valley TeleCom Group office locations. Minimal overnight travel (up to 10%) by land and/or air.