



Job Title: Customer Care Specialist
Wage: starting at \$18.00 per hour
Department: Customer Service
Reports To: Customer Relations Supervisor/Customer Support Supervisor
FLSA Status: Non-Exempt
Location: Willcox, Clifton or Safford
Job Status: Full Time

Summary

Serves as primary point of contact for new and existing customers. Assists customers with inquiries, new service requests, etc. Promotes and sells services of the company.

Essential Duties and Responsibilities (May include but are not limited to the following. Other duties may be assigned).

- Actively encourages teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.
- Handles customer inquiries and requests based on accurate knowledge of the Company's products, services and procedures.
- Receives and accurately enters payments to appropriate customer accounts.
- Balances daily cash drawers and processes daily deposit.
- Accurately conveys customer requests and orders to necessary departments.
- Accurately enters and maintains customer information in computer database.
- Processes orders and assists in the configuration of all services to customers.
- Sells and recommends services and products offered by the Company which includes but is not limited to, in person, online, door to door, inbound and outbound calls.
- Handles all information in an unbiased and confidential manner.
- Maintains accurate inventory control.
- Provides support to all departments.
- Meet quarterly sales quotas.
- Meet minimum sales expectations.
- Learn how products work and how to troubleshoot issues with customers.
- Attends public relations events which may require working nights and weekends.

Knowledge of:

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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.

Ability to:

- **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 the 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.

Certificates

- Must have and maintain possession of a valid driver's license issued by the state of Arizona. (Preferred)

Education and/or Experience

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

Physical/Environmental Demands

- **Stand:** 1/3rd to 2/3rds of the time.
- **Walk:** Under 1/3rd of the time.
- **Sit:** Over 2/3rds of the time.
- **Use of hands to feel:** Over 2/3rds of the time.
- **Reach with hands and arms:** 1/3rd to 2/3rds of the time.
- **Climb or balance:** Under 1/3rd of the time.
- **Stoop, kneel, crouch or crawl:** Under 1/3rd of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Taste and smell:** None
- **Ability to lift and/or carry up to 10 pounds:** over 2/3rds of the time.
- **Ability to lift and/or carry up to 25 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 50 pounds:** under 1/3rd of the time.

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- **Ability to lift and/or carry up to 100 pounds:** None
- **Ability to lift more than 100 pounds:** None

Working Conditions

- **Environment:** Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. At times may be exposed to outside weather conditions during community and company functions.
- **Physical Activity Level:** Light physical activity performing non-strenuous duties. ...
- **Manual Dexterity:** Manual dexterity sufficient to reach/handle items, work with hands and operate a keyboard.
- **Noise:** Moderate noise (examples: business office with computers and printers, light traffic).

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.
- **Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.

Contacts

Works with all departments and employees of Valley Telecom Group. Works with vendors and customers.

Work Schedule/Hours

- 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.

Travel

- Will be required to report to other Valley TeleCom Group offices and various locations as assigned. Minimal overnight travel (up to 10%) by land and/or air

Benefits

- Medical/Dental/Vision insurance

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- Paid Time Off (PTO)
- Paid Holidays
- 401 (k)
- Tuition assistance
- **Advancement opportunities**
- Discounted or Free internet if you live within Valley's service area.