



JOB DESCRIPTION

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Job Title: Customer Care Specialist
Department: Customer Service
FLSA Status: Non-Exempt
Reports To: Customer Relations Supervisor
Location: Willcox, Animas, Clifton or Safford
Approved By: Lana Estes
Approved Date: 2017

GENERAL PURPOSE OF JOB

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
- Answers, screens and directs all incoming telephone calls to appropriate departments
- 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
- Handles all information in an unbiased and confidential manner
- Maintains accurate inventory control
- Provides customer service to all departments
- Cross trains in other areas in the department
- Meet quarterly sales quotas
- Learn how products work and how to troubleshoot issues with customers
- Occasionally attends public relations events which may require working nights and weekends

OTHER DUTIES AND RESPONSIBILITIES

- Assists with filing when needed

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 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
Lifting and/or carrying				
Up to 10 pounds	—	—	—	<u>XXX</u>
Up to 25 pounds	—	—	<u>XXX</u>	—
Up to 50 pounds	—	<u>XXX</u>	—	—
Up to 100 pounds	<u>XXX</u>	—	—	—
More than 100 pounds	<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.