

# Customer Service Specialist

## ESSENTIAL DUTIES & RESPONSIBILITIES

This position is responsible for providing billing and customer support and is the primary point-of-contact for residential and/or small business customers of MHTC. The Customer Service Specialist will educate customers on Company products/services, packages, increased speeds and advanced services and will positively promote and sell Company products/services. CSS's will perform assigned duties and provide quality customer service to external and internal customers

## Additional Responsibilities

- Provides excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/correspondence by phone, in person, by email, or mail
- Exhibits discretion and keeps customer and Company matters confidential, adheres to Company CPNI and Red Flag rules
- Positively promotes and sells Company products/services to new and existing customers
- Receives and processes Service Orders
- Verifies customer charges are correct on service order before closing to ensure correct billing to the customer
- Addresses reported troubles; researches billing disputes; and applies appropriate treatment to resolve customer complaints. Unresolved trouble/billing disputes should be referred to immediate Manager
- Accepts customer payments and posts to the appropriate accounts when payment is received
- Balances cash drawer daily and ensures accuracy of all cash transactions and associated reports
- Establishes and enforces special payment arrangements and post information accurately on customer accounts
- Investigates returned mail on customer accounts; processes address changes on billing system and updated directory listing as requested by the customer
- Sends collection letters; prepares accounts to be turned over to collection agency; works closely with collection agencies and maintains written off accounts
- Completes, files, and/or maintains records or reports as assigned by Management
- Set up and process automatic payments by ACH, Credit Card, E-Check or other auto pay options
- Supports customer including entering and following up on trouble tickets
- Receives and assists in inventory maintenance of customer premise equipment
- Effectively communicates and contributes to the team to promote an efficient and productive team environment

- Demonstrates dependability through promptness, good attendance, and adherence to timelines and schedules
- Stays informed of all company policies, procedures and participates in all safety and training meetings
- Promote a positive attitude and work cohesively with other team members company-wide
- Strict adherence to company mission/vision statement and company values
- Other related responsibilities as needed
- Must have valid driver's license

## Requirements and Qualifications

- High School Diploma/GED required
- 2-3 years customer service or sales experience
- A friendly, outgoing personality with an aptitude for good customer and public relations is a must
- Ability to communicate and present information effectively always, both in writing and speaking
- Maintains working knowledge of Company products and services
- Possesses excellent organizations skills and pays close attention to detail
- Must be able to travel overnight occasionally for training, meetings, and conferences
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons
- Ability to work in a fast pace environment while prioritizing and completing multiple projects accurately within given timelines/deadlines
- Ability to work independently and to work cooperatively and professionally with co-workers to promote an efficient and cohesive team environment