



Department: Customer Operations

Reports To: Customer Service Supervisor

FLSA Status: Non-Exempt

Job Summary: Primarily responsible for providing effective customer service by utilizing excellent, in-depth knowledge of company products and programs. Complete all necessary work to ensure the customer receives the services and/or information requested in a timely fashion. This position will perform many but not necessarily all of the essential job duties and responsibilities or emphasis outlined below. This position performs a variety of customer service related duties.

Essential Job Duties and Responsibilities:

- Perform customer service related duties such as customer inquires in relation to billing, programming, new customer activation's, as well as assist walk-in customers in a friendly and professional manner.
- Demonstrate the technical ability to perform job responsibilities.
- Provide timely and accurate information to customer order status and product knowledge requests.
- Coordinate information with other departments and work closely with technicians regarding service calls.
- Process customer orders, activations and changes according to established company policies and procedures.
- Provide timely feedback to the company regarding service problems or customer concerns.
- Monitor pending reports in a timely manner.
- Complete service orders with consistency and in a timely manner.
- Responsible to work the New Connect list.
- Responsible for monthly 3rivers.net e-mail support.
- Responsible for monthly Billing Audit reports.
- Responsible for helping the assigned group with the monthly server clean up
- Perform special projects and tasks as assigned by supervisor.

Additional Job Duties and Responsibilities:

- Perform special projects as assigned by supervisor.
- Perform other duties and responsibilities as required to fulfill job function or as assigned.
- Promote 3 Rivers' products and services.
- Consistently comply with CPNI (Customer Proprietary Network Information) rules.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - Company policies, procedures, products and services.
 - General office practices and procedures.
 - Computer based programs (Microsoft office products; Word, Excel, Outlook).
 - Effective time management and organizational skills.
- Skill to:
 - Operate various types of office equipment such as a computer, 10-key machine, copy machine, fax machine and multi-line telephone.
 - Exhibit a positive attitude.
 - Demonstrate exceptional communication skills.
 - Demonstrate proper telephone etiquette skills.
 - Possess basic knowledge of internet and related technical skills.

General Company Requirements:

- Work independently and be a team player within the department and the organization.
- Exhibit exceptional organizational skills and be a problem solver.
- Communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- Work completely and accurately under time constraints and deadlines.
- Work in a fast pace environment and prioritize multiple work assignments.
- Provide excellent customer service.
- Help promote a safe working environment by following safety procedures.
- Occasional travel may be required.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be: High School Diploma or commensurate education/experience. Computer data entry experience and/or training is desired.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pushing/Pulling:				X
Fingering/Grasping/Feeling:				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc. Good working conditions with the absence of disagreeable conditions, aside from travel.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. 3 Rivers reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

3 Rivers is proudly an Equal Opportunity – Affirmative Action Employer.

Employee Acknowledgement
Effective Date: January 1, 2019

Date