



JOB DESCRIPTION

Customer Service Representative for LexNet

Rev. Date:

08-16-2024

Reports to

Broadband Director

Directs

No direct reports

Position Summary

The Customer Service Representative plays a crucial role in ensuring an exceptional customer experience by providing support and solutions for broadband-related inquiries. This position involves assisting customers with a variety of issues including, but not limited to, troubleshooting connectivity problems, guiding them through technical processes, addressing service-related concerns, and promoting additional services. As the voice of LexNet, the Customer Service Representative should be professional, courteous, possess excellent communication skills, and have enthusiasm for helping customers and driving satisfaction.

Responsibilities & Duties

1. Responsible for ensuring each customer receives outstanding customer service by providing a friendly and positive environment, a willingness to listen to the customer's needs, and the ability to offer solutions to meet their needs.
2. Responsible for answering incoming residential and small business calls regarding new services, serviceability, billing, and product information.
3. Responsible for executing outgoing calls to current or potential customers based on serviceability or call-back needs.
4. Responsible for engaging in active listening with customers, confirming or clarifying information, and diffusing angry clients, as needed.
5. Responsible for assessing the needs of customers to answer questions about products and services, and to provide solutions that fit the customers' needs.

6. Responsible for routing calls to the appropriate resource.
7. Responsible for processing sales order entries in a timely manner, as well as any other administrative tasks associated with sales activities.
8. Responsible for completing call notes and call reports, as necessary, and updating them in the system.
9. Responsible for recording details of comments, inquiries, complaints, and actions taken.
10. Responsible for obtaining and evaluating all relevant data to handle complaints and inquiries.
11. Responsible for verifying and entering all customer information and service orders accurately into the required billing and operation software programs.
12. Responsible for following through on commitments made to the customers.
13. Responsible for working with the customers to achieve account resolutions.
14. Responsible for adhering to all company policies and procedures.
15. Responsible for carrying out other duties assigned by the Broadband Director.

PHYSICAL ACTIVITIES

- A. **Walking:** Must be able to move about, as required, to accomplish tasks. The employee is frequently required to stoop, kneel, crouch, or crawl.
- B. **Lifting:** Raising objects weighing up to 25 pounds from a lower to a higher position or moving objects horizontally from position-to-position.
- C. **Communication:** Written, oral, and technical communication is required. Employee must be able to communicate with the customer and other employees in a professional manner.
- D. **Hearing:** Must be able to hear the spoken word with or without correction, either in person or on the telephone.
- E. **Visual Acuity:** Have vision sufficient, or corrected sufficiently, to read printed material on various forms of applications, computer monitors, and interoffice communications.

Working Conditions

This employee typically works indoors in an office environment and may be in close contact with the public.

Experience

Previous experience dealing with the public is preferred.

Preferred Education

High School Diploma or equivalent. Bachelor's degree and/or technical training is preferred.

Job Knowledge, Abilities and Skills

1. Must have the ability to work with customers on a variety of issues. This position requires emotional restraint and intellectual responses to customers.
2. Must have the knowledge of customer service practices and principles.
3. Must be able to work with the public in courteous ways.
4. Must possess a high attention to detail.
5. Must possess good organizational skills.
6. Must possess computer knowledge and typing experience.
7. Proficient in Microsoft Office applications, especially Excel, Outlook, and Word.
8. Must have the ability to establish and maintain an effective working relationship with the public and other employees.
9. Must have the ability to apply common sense understanding to carry out instructions furnished in written or oral form.
10. Must have the ability to add, subtract, multiply, and divide all units of measurement.
11. Must be able to handle multiple interruptions and adjustments to priorities throughout the day.
12. Must be able to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
13. Must have excellent memory and organizational ability to deal with multiple responsibilities.
14. Must remain current with the telecommunication industry standards.
15. Must have in-depth knowledge of LexNet's products and services.
16. Must be familiar with all departments, personnel, locations, and telephone extension numbers in order to route calls appropriately.
17. Must possess a knowledge of occupational hazards and safety procedures.

Other

Maintain current Tennessee Drivers License.
Attend TVPPA and all other training sessions, as assigned.