



Customer Care Specialist

Position Title: Customer Care Specialist	Department: Customer Care
Reports To: Customer Service Supervisor	FLSA Status: Non-Exempt

General Summary:

Sells products and services related to and including telephone, cable television, internet services, and security systems (as well as any new and related services the company may elect to offer) to DRN customers recommending a complete technology solution to best fit their needs. Answers customer questions about features, products, services, availability, speeds, and options. Provides level 1 technical support. Provides billing/payment information in compliance with Customer Proprietary Network Information (CPNI). Presents strong communications skills, good judgment, and a positive attitude in all undertakings. Possess computer knowledge with speed and accuracy and the ability to work alone. The successful applicant must be exceedingly well-organized, motivated, possess a strong work ethic and enjoy the day to day challenges of supporting DRN's multiple service offerings. The ability to positively interact with the public and staff in a fast-paced, high-pressure environment, while remaining calm, focused, resourceful and efficient, is critical to this role. Further, applicant must be highly professional, well-versed in both written and verbal communications, and demonstrate superior attention to detail.

Essential Job Functions:

- Uses techniques such as up-selling, suggestive selling and offering sales promotions to make sales. Maintains a high-level knowledge of company products, services, service territories, pricing and technical capabilities/limitations, hardware and others necessary information to reach the customer. The Customer Care Specialist is responsible for providing first-level support, which includes but is not limited to troubleshooting and resolving customer issues, identifying user errors, password resets, creating, handling and resolving tickets. The successful candidate will demonstrate excellent customer service skills, and aptitude to develop efficient troubleshooting skills. Applicants should

be familiar with current internet technologies such as browsing and searching internet and using email.

- Works with customers in person and by phone to answer questions regarding service, features, options, upgrades, and billing/payment concerns. Initiates service orders to begin, upgrade or terminate service.
- Communicates and explains the value and benefits of services to potential customers through establishing relationships and building strong rapport
- Uses effective selling and customer service techniques to identify customer needs and drive sales results
- Accepts and posts payments to customer accounts and makes daily deposits. Investigates and resolves customer billing issues, applies approved credits/adjustments, and confers with other departments to resolve billing issues. Follows CPNI regulations and procedures when accessing customer accounts. Escalates issues to the Customer Care Supervisor as needed.
- Performs miscellaneous clerical duties such as filing, data entry and record maintenance.
- Responsible for other duties as assigned

Knowledge, Skills, and Abilities:

- Ability to maintain good attendance and punctuality
- Thrive in fast-paced, high pressure, multi-tasking environment
- Effectively handle high call volumes and e-mail volumes
- Exhibit excellent problem solving, decision making and analytical skills
- Effectively research, document, track and monitor customers' requests and issues to ensure timely resolution
- Self-motivated to learn new technology and new ways to deliver support
- Shows enthusiasm when providing technical support
- Excellent Team Player
- High energy levels
- Demonstrate competency in using a personal computer
- Demonstrate keyboarding (typing) competency
- Demonstrate competency using Microsoft Office products including Word and Excel.
- Demonstrate knowledge of proper phone etiquette
- Demonstrate ability to communicate well with a positive & friendly manner both orally and in writing
- Demonstrate the ability to accept responsibility for and work under occasional stressful situations with frequent interruptions and multiple priorities
- Demonstrate desire to learn new skills as technologies change
- Demonstrate the ability to multi-task
- Familiarity with personal computer hardware
- Familiarity with Internet browsers such as Internet Explorer, Google Chrome and Firefox

- Understand use and need for anti-virus software and anti-spam software such as Web Guardian, Norton Antivirus and McAfee software

Education and Experience:

Knowledge and abilities normally acquired through an Associate’s Degree or equivalent combination of education and work experience.

Prior customer service/technical experience desired.

Prior telecommunications experience helpful.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				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.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.