CC Communications

POSITION DESCRIPTION

Customer Service Clerk

Department	Customer Service, Billing & Collections
Reports To	Customer Service, Billing & Collections Supervisor
FLSA Status	Non-Exempt
Wage Schedule	CHT6
Date Prepared	May 23, 2025

Position Overview

The Customer Service Clerk provides clerical assistance to Customer Service and Billing & Collections. Responsible for duties relating to general customer service and billing & collections office support. Assist with existing and new customers providing quality customer service by interviewing customers both in person and over the telephone. Assists customers with new service requests, disconnects, troubleshooting, special deposits and payments. Promotes services of the company while dealing with new and existing customers.

The Customer Service Clerk shall be responsible for adhering to the following core values:

- **Communicate**, actively share knowledge and information
- **Accountable**, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- **Respect**, show respect for all
- **Cooperate**, work as a unified team
- **Passionate**, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth.

Essential Duties and Responsibilities

The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in italics) are duties which may need to be performed but which are **not** essential duties of the position.

1. May deal directly with general public requiring the ability to communicate pleasantly, answering general customer inquiries positively, calmly, and within company policy, refers customers to Customer Service Representatives or other company personnel when appropriate.

2. Continuously updates knowledge of Company products and services through formal and informal training.
3. May describe, explain, demonstrate and troubleshoot various products and services to customers. Answers customer inquiries regarding type and availability of Company products, services and related options or relevant details. Focus would be simple install, move and/or disconnect.
4. Assists outside sales staff with various aspects of sales and services.
5. Provides periodic reports and updates to Supervisor as to results of efforts to meet established department goals and other performance objectives.
6. Assists in initiating orders for service, coordinating installation dates and miscellaneous requirements with other departments as necessary. Ensures that all charges are applied correctly, and that directory listing information, long distance carrier choice, credit information, and other relevant customer data are accurately input.
7. Accurately documents all customer transactions by inputting data into an electronic database.
8. Demonstrates a high level of quality customer relations, going beyond the average customer expectations to provide a high standard of excellence. Interact positively with others both within and outside the company.
9. Assists in investigating credit worthiness of customers. Receives approval regarding amount of deposit required or other means of assisting the customer establish adequate credit. In accordance with credit guidelines.
10. Assists with activating, changing, and disconnecting services in various provisioning systems including, but not limited to switches, servers, online systems, and/or electronic databases, as may be assigned.
11. Maintains accurate records of all customer transactions including payments, new services, additions, moves or other changes, and disconnects.
12. Represents all departments within the company in handling customer requests, inquiries, or complaints. May serve as the first point of contact for all customer calls other than the 611 – telephone repair number.
13. Assist with directory publication and with directory advertising promotion. May verify local yellow page advertising is billed in accordance with the advertising contract. Updates directory assistance database and verifies accuracy.
14. Performs collection activities for all collection efforts up to the PRC (Pre-collect notification letter from outside collection agency) notification. Such tasks include but are not limited to: producing, processing late fees, processing broken payment plan suspends, negotiating payments plans within company guidelines, preparing and running IVR list/calls for the purpose of warning and/or reminding payment is past due either thru manual calls or automated means, processing accounts for intercept, NPD (Non-Pay disconnect), and preparing, verifying and sending IH (in-house) letters.
15. Other duties as assigned.
16. Recognizing that job safety is a primary objective in all duties. Attends and participates in company safety and training meetings.
17. Attend in-house and outside schooling, trainings or meetings requiring travel by car, bus, plane or other means for extended periods of time, when necessary to enhance knowledge.

Qualifications

Skills, Knowledge and Ability

- Working knowledge of customer service, service provisioning, billing, payment processing, account maintenance, and complaint-resolution processes.
- Ability to assess routine and nonroutine customer situations, apply established guidelines, and identify appropriate solutions or escalation paths.
- Ability to learn and use multiple computer applications, systems, processes, and procedures.
- Ability to communicate professionally, respectfully, and calmly, including when addressing concerns or de-escalating difficult customer interactions.
- Ability to build and maintain effective working relationships across departments and with customers.
- Ability to provide accurate, responsive, and professional service consistent with company policies and customer needs.
- Ability to remain organized and effective while managing frequent interruptions, changing priorities, and interactions with a variety of people.
- Ability to gather and evaluate information from multiple sources, identify practical options, make sound decisions within assigned authority, and support efficient operations.
- Ability to understand and follow detailed written and verbal instructions and ask questions when clarification is needed.
- Ability to perform routine calculations and work accurately with numerical information.
- Ability to accurately process and reconcile customer payments, including cash, checks, and electronic payment methods, in accordance with established procedures.
- Ability to work effectively both independently and collaboratively as part of a team.
- Ability to take ownership of assigned work, follow through on commitments, and communicate progress or concerns promptly.
- Ability to prioritize work, meet deadlines, and maintain service quality during periods of high workload.
- Ability to maintain reliable and punctual attendance consistent with the position's established work schedule and applicable attendance policies.
- Ability to communicate clearly in English, verbally and in writing, at the level needed to understand customer requests, explain services, document transactions, and follow work instructions.
- Ability to protect confidential, proprietary, and customer information in accordance with company policies and applicable requirements.
- Ability to adapt to new information, changing conditions, updated procedures, and unexpected obstacles; consider different perspectives and options; and adjust work practices when appropriate.

Special Requirements

May be required to attend out of town training or meetings requiring travel by car, bus, plane or other means of transportation. May be required to work extended hours and/or weekends as needed to complete projects, meet deadlines or work schedule.

Experience and/or Training

A combination of education, training, and relevant experience that demonstrates the knowledge, skills, and abilities needed to perform the essential duties of the position will be considered. Typical qualifications include:

- High school diploma or equivalent.
- Two years of relevant postsecondary education, training, or progressively responsible customer service experience.
- Experience providing customer service in person, by telephone, or through digital channels.

- Proficiency with common workplace technology, including Microsoft Office applications, customer information systems, standard office equipment, and professional written communication.
- An associate degree or equivalent combination of education and experience is preferred.
- Experience in sales or service promotion is preferred.
- Experience using billing, order management, or customer relationship management systems is preferred.
- Experience in telecommunications or a related service environment is helpful.
- Bilingual English and Spanish communication skills are helpful when serving customers who prefer either language.

Physical Requirements

The physical demands described below are representative of those needed to perform the essential functions of this position, with or without reasonable accommodation.

This position regularly requires remaining in a seated or standing position, using a computer and other standard office equipment, viewing information on screens and documents, communicating in person and by telephone, and handling papers and files. The employee may occasionally need to reach, bend, stoop, squat, or move within the work area to access records, equipment, or supplies. The position also requires the ability to move or lift job-related materials weighing up to 25 pounds occasionally.

CC Communications provides reasonable accommodations to qualified individuals with disabilities in accordance with applicable law. Applicants and employees may contact Human Resources to request an accommodation or discuss the essential functions of the position.

Working Environment

This position is primarily performed indoors in a professional office environment using standard office equipment. The work generally takes place at a desk or customer service area and may involve frequent interruptions, changing priorities, and regular interaction with customers and coworkers. Noise levels are typically moderate. Occasional work or travel outside the office may involve exposure to seasonal weather conditions. The employee may perform some duties independently and other duties collaboratively as part of a team.

Approval

Approved By: _____Mark Feest, GM/CEO_

Date Approved: ___5.23.2025_____