

Job Title:	<u>Customer Service Representative II</u>
Job Code:	99-3511
FLSA:	Non-Exempt*
Grade:	10 (\$48,600 to \$70,680)
Reports To:	Customer Service Supervisor
Department:	Customer Relations
Effective:	February 2021

Job Overview:

Customer Service Representatives at Luminate Broadband are the first customer touchpoint responsible for providing friendly and informative customer service. Second of three levels of customer service work. Receives questions from customers and follows established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Requires limited supervision. Typically requires high school graduate reading, communication, math and problem-solving skills and 2+ years experience.

Responsibilities and Essential Job Functions:

- Include the following. Other duties may be assigned.
- Talks with customers by phone or in person and receives orders for installation, turn on, discontinuance, or change in service.
- Communicates current promotions and offers to all current and potential customers.
- Comfortably communicates accurate timeline of construction and is able to draw conclusions using provided tools.
- Consults with potential customers to understand their needs, understands Luminate's product offerings and identifies and suggests equipment, products, or services that will meet those needs.
- Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders.
- Solicits sale of new or additional services.
- Addresses complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Works on assignments that are semi-routine in nature where ability to recognize deviation from accepted practice is required. Duties and tasks are varied but standardized.
- Processes payments in person and over the phone. Comfortable walking customer through payment portal setup and questions.
- Uses multiple tools and draws conclusions from information available.
- Exhibits confidence to professionally resolve calls within initial conversation (or timely matter) while building a positive rapport.
- Executes Tier 1 Trouble shooting/tech support.
- Meets or exceeds minimum KPI standards.

Qualifications

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Has learned the basic skills and routine tasks necessary. Beginning to learn advanced skills and gaining an understanding of the total process flow.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Willingly shares skills and knowledge. Effectively gives and receives feedback
- Proficient in Outlook and Microsoft Word.
- Basic Excel skills.
- Ability to multitask and shift focus quickly.
- Willingness to learn and be flexible.
- Proactive approach in workload/daily duties.

Essential Functions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Effort and Dexterity:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Job functions to be completed on the computer and/or phone with prolonged periods of sitting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.
- **Visual Acuity, Hearing and Speaking:** Must be able to communicate clearly for work and safety compliance. The noise level in the work environment may range from moderate to loud. Visual and audio acuity is essential to this position proficiency in using standard office equipment.
- **Environment/Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities:

None

Employee Signature

Date

The above statements are meant to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. In addition, they do not establish a contract for employment and are subject to change at the discretion of the employer.

*29 CFR Part 541 Defining and Delimiting the Exemptions for Executive, Administrative, Professional, Outside Sales and Computer Employees.