



Customer Experience Representative Position Description

Department:	Sales & Marketing
Reports To:	Customer Experience Supervisor
Location:	Corporate or Mayhill Office
Status:	Hourly
FLSA:	Non-Exempt

General Summary:

The Customer Experience Representative (CER) for Peñasco Valley Telephone Cooperative, Inc. and its subsidiaries provides assistance to customers by satisfying their service and equipment needs; resolves customers' service problems or questions, either in-person or over the phone.

Essential Job Functions:

- Initiates and processes initial applications for sales and service and subsequent service changes; provides information on cooperative tariffs and rate policies; promotes and responds to customer inquiries on the selection and availability of products and services.
- Investigates and processes credit reference data on sales and service applications and/or revisions as required; accesses related credit agency databases for supplementary information.
- Responsible for the coordination, receipt and dispatch between office and field personnel; receives and dispatches customer service trouble reports; maintains a Trouble Report Log; completes associated data entry related to trouble reporting; receives and dispatches customer sales and service order activity to appropriate personnel.
- Prepares, processes and distributes all service orders; routes completed service orders to appropriate personnel for data input; completes all associated records.

- Initiates and processes initial applications for service; insures prompt activation of service by obtaining all needed information and correctly completing service applications.
- Assists the customer with the selection and purchase of all product lines and initiation of services; advises customer of benefits and features of all products.
- Provides customers with complete information concerning sales and services; assists customers and the public with sales and service questions; cross-sells additional product lines by describing benefits and features of all services.
- Provides information on services and equipment pricing; promotes and responds to customer inquiries on the selection and availability of products and services.
- Establishes and maintains effective working relationships with all customers and personnel.
- Performs work with the awareness of all potential hazards utilizes safety practices; attends and participates in all designated safety and training meetings.
- Aware of and abides by Personnel Policies and safety guidelines.
- Places a premium on customer satisfaction; makes every attempt to perpetuate PVT and its subsidiaries positive image in all activities.
- Completes other projects, reports and activities as needed.

Other Responsibilities:

- Other duties as assigned by Management.

Knowledge, Skills & Abilities:

Thorough knowledge of modern sales and service techniques, office practices and procedures and the use of office machines and equipment; equipped in professional etiquette. Deals effectively with customers in person, in writing or on the telephone; ability to listen to customer needs or complaints responding in a professional courteous manner; communicates effectively orally and in writing; team player.

Education and/or Experience:

High School diploma or GED. A minimum of two year's experience in customer service and/or sales positions.

Certifications, Licenses, Registrations:

Must have, or be able to obtain, and maintain a valid New Mexico state driver's license, have an excellent driving record and be insurable under the Company's insurance policy.

Other Qualifications and/or Credentials:

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 employees and industry 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:

Good working conditions with the absence of disagreeable conditions. Climate controlled building with adequate lighting and space. The noise level in the work environment is usually quiet.

Note:

To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Disclaimer:

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.