



Emily Cooperative Telephone Company

Job Title: Customer Service Representative

Company Name:

Emily Cooperative Telephone

Classification:

Temporary position with full time hours

Job Description:

Serves as primary point of contact for customers. Assists with billing inquiries, service requests, and special deposits. Sells and promotes services of the company while dealing with new and existing customers. Carries out marketing plans and strategies to increase the use and sale of equipment and services. Responds to inquiries on the selection and availability of services.

Job Duties:

- Provides customer service by assisting with billing inquiries, new service requests, service plan changes, questions and concerns.
- Completes credit checks on new customers as appropriate.
- Promotes and sells services to new and existing customers.
- Develops and sends correspondence to customers including membership letters, welcome packets, etc.
- Receives and process customer payments.
- Completes orders and updates customer accounts on an on-going basis.
- Performs all other related duties as assigned by management.

Job Skills and Requirements:

- Knowledge of company technology, products and services.
- Knowledge of company policies and procedures.
- Knowledge of general office procedures.
- Knowledge of basic cashiering and bookkeeping practices.
- Skill in oral and written communication.
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Ability to pay close attention to detail.
- Ability to effectively function as a team player.

Job Location:

Crosslake, MN

Contact Information to Apply: Send your cover letter and resume to apply@emily.net by January 18th, 2019

Emily Cooperative Telephone Company is an Equal Opportunity Employer

CONNECTIONS TO THE COMMUNITY... AND THE WORLD.