



JOB DESCRIPTION

Job Title:	Customer Experience Representative
Department:	Customer Experience
Reports To:	Customer Experience Manager
FLSA Status:	Non-Exempt
Date Approved:	03/27/2024

General Summary

The Customer Experience Representative serves as the primary point of contact for customers, providing exceptional support and assistance to ensure an optimal customer experience. Promotes and sells company products and services to new and existing customers. Educates customers on company products and services and offers current promotions and applicable bundling options. Assists customers with service requests, billing inquiries, service issues, plan changes, and other customer related activities. Collaborates with internal company teams including engineering, network, and technical teams in all aspects of customer care to ensure a seamless customer experience and alignment on customer needs and expectations. Provides efficient sales processes, courteous service and assists in all aspects of product offerings with a commitment to excellence, integrity, and driven results. Demonstrates excellent communication skills and a dedication to fostering a positive customer experience.

Essential Job Functions

- ◆ Provides customer relations by assisting customers with service issues, billing inquiries, new service requests, questions regarding service features, disconnects, and plan changes. Enters information for service plan changes and disconnects.
- ◆ Promotes and sells company products and services to new and existing customers. Educates customers on company products and services and offers current promotions and applicable bundling options.
- ◆ Provides efficient sales process, courteous customer service and assists in all aspects of product offerings and services, ensuring an extraordinary customer experience.
- ◆ Prepares proposals and executes service orders. Processes and prepares paperwork for recordkeeping and report generations.
- ◆ Receives and processes customer payments.
- ◆ Keeps records and completes documentation of customer interactions associated with service orders and service changes.
- ◆ Possesses a professional appearance and effective written and oral communication skills.
- ◆ Conducts door-to-door canvas and appointments or referral solicitation in service area to acquire new and upgrade current subscribers as needed.
- ◆ Maintains a strong knowledge of all services, products, pricing plans, promotions, and service features.

- ◆ Troubleshoots effectively and resolves and/or follows up on customer issues, ensuring customer needs are addressed promptly.
- ◆ Strives to meet and exceed monthly sales goals while attaining excellent customer experience and sales objectives.
- ◆ Maintains knowledge of competitive offers and provides critical market feedback regarding local competition and product/service needs.
- ◆ Maintains accurate inventory records for products and services as required.
- ◆ Maintains and keeps up to date on all state and federal guidelines and Company standards.
- ◆ Demonstrates organizational skills and process improvements for internal teams and customers.
- ◆ Works in various community events and trade shows as needed.
- ◆ Works in other locations as the business dictates.
- ◆ Works flexible hours including evenings and weekends as business dictates.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of telecommunications technology, products, and services.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of sales practices and principles.
- ◆ Skill in operating various office equipment such as personal computer, telephone systems, various software programs and tools, including Microsoft Word, Microsoft Excel, and email software.
- ◆ Skill in time management.
- ◆ Skill in written and oral communication.
- ◆ Skill in problem solving and resolution.
- ◆ Skill in process improvement, analytics, decision making, problem mitigation and resolution, while being highly self-motivated and energetic.
- ◆ Ability to communicate with co-workers, customers, and various business contacts in a professional and courteous manner.
- ◆ Ability to understand customer needs and assist in discovering how Company services meet those needs. Able to improve or recommend improvements for customer experience.
- ◆ Ability to make a commitment to driven results, excellence, and integrity.
- ◆ Ability to meet or exceed sales goals. Possesses a competitive spirit.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to multi-task and adapt to changes quickly.
- ◆ Ability to make sound decisions using information at hand.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to work under stressful, high-pressure conditions.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to travel to the different DTC locations.
- ◆ Ability to occasionally work non-standard hours to accommodate business needs.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.

- ◆ Ability to participate in social, civic and community affairs. Communicate and inform public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improved morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the continued progress of the company.

Education and Experience

High school diploma or equivalent required. Six months to one year of customer sales and service experience preferred.

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, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able to move about work area and walk to other departments.	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing: Must be able to lift up to 25 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, use phone system and various production equipment.				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.

Normal working conditions with the absence of disagreeable conditions.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

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.