

Customer Operation Specialist – Tier I

SUMMARY

The purpose of this position is to provide sympathetic and empathetic service to customers while handling billing, collections and service inquiries as well as other customer concerns. Tier 1 Specialists also research and assist in the resolution of account discrepancies, prepare and enter orders, make payment arrangements and enter changes to accounts per customer requests. Tier 1 Specialists also review, research, analyze, and interpret customer account data to troubleshoot and correct telephone service problems as documented on repair trouble tickets or escalation forms.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Adhere to approved scripting; talk with and listen to customers by phone concerning telephone service orders and/or changes, problems, invoice disputes, account balances and other requests and/or complaints; answer and respond to all questions, concerns and complaints; generate work orders
- Advise customers of appropriate payment options and, if applicable, submit debit, credit card and check by phone payments
- View, research, and analyze orders, payment information, and other customer account information, utilizing Sage applications, to resolve issues and respond to customer inquiries in a timely manner
- Enter notes to customer account immediately after each phone call to summarize conversation and document necessary information
- Advise suspended or disconnected customers of invoice and payment information with associated restoration fees; calculate total amounts due for restoring service and collect or make payment arrangements to reactivate accounts
- Handle irate customers in a professional manner and escalate or redirect calls when appropriate
- Meet or exceed all statistical goals as defined by Customer Operations Management, such as Average Talk Time, Average Daily Calls, Average Log In, Phone Time, Call Quality and Attendance
- Call customer to provide follow up when necessary
- Review assigned trouble tickets and escalations; open, update, and close trouble tickets and note customer accounts according to guidelines
- Review, research, analyze, and interpret relevant customer account data, using Sage and outside carrier systems, to troubleshoot problems found on trouble tickets or escalation forms; run diagnostic tests, if necessary; research may involve use of internet to find telephone service provider or other related information
- Call customers to obtain or clarify information regarding trouble tickets and to keep customer updated of trouble ticket status
- Interact with various carriers to troubleshoot or correct problems; schedule carrier dispatch when necessary and call customer for consent according to guidelines
- Interact with internal departments to coordinate correction of errors or to obtain additional information
- Attend weekly meetings with Coaching Supervisors to address concerns, updates, review performance and other areas of discussion relevant to department functions
- May be required to work varied schedules and/or mandatory overtime to meet department needs, especially during high call volume hours
- Complete special projects and perform other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual preferred but not required
- Positive attitude
- Good time management
- Decision Making and Leadership Skills
- Flexibility to work any assigned shift
- Excellent phone etiquette and oral communication skills
- Customer Service driven, detail oriented, and a team player
- Ability to read and interpret documents such as customer invoices and account information
- Ability to handle collections calls assertively, when necessary, while remaining professional at all times
- Typing and 10-key data entry skills
- Ability to talk and type simultaneously
- Strong analytical and problem solving skills; ability to troubleshoot several smaller problems and piece together to correct larger problems
- Ability to prioritize and complete multiple tasks
- Excellent phone etiquette and oral communication skills
- Willingness and ability to immediately adapt to changes in policies and procedures
- Working knowledge in a Windows based environment, Excel and the Internet
- Ability to perform basic mathematical calculations
- Knowledge of telephony equipment and processes preferred
- Must be able to meet departmental attendance requirements

EDUCATION, TRAINING, EXPERIENCE and OTHER REQUIREMENTS

- High School Diploma or general education degree (GED); or six month's related experience and/or training; or equivalent combination of education and experience
- Must successfully complete Sage Telecom's Customer Care Training and recurrent training programs
- Must be a U.S. citizen or have authorization to work in the U.S. as defined in the Immigration Act of 1986

WORK ENVIRONMENT

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.

Normal working conditions with a moderate noise level typical of a call center environment, including co-worker telephone conversations, computer equipment, printers, and light traffic.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not 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.

Sage offers a comprehensive benefits package that includes medical, dental, vision, FSA, 401k, PTO and discounted phone service (if offered in your area).

Sage is an equal opportunity employer.