

WNM Communications

Job Description

JOB TITLE: Customer Service Representative (CSR)

JOB BRIEF AND QUALIFICATIONS

This position reports to the Customer Relations Manager. The Customer Service Representative is involved in all aspects of customer relations, from the initial contact to assisting with inquiries and problems in service, billing, nonpayment, and final disconnection of an account and maintains an effective working relationship with other staff to respond to service requests and billing problems and maintaining subscriber records including posting customer payments to proper accounts.

Duties and responsibilities usually include but are not limited to the following:

- Answers all incoming calls, generating service orders (Reconnect, Disconnect, Change Orders)
Take orders over the phone except for new service locations must submit papers first.
- Check night messages and distribute as necessary.
- Checks credit references
- Conduct toll investigations. Prepares all information on new customers. Assigns customer numbers. Markets and provides information on company services and products. Processes service applications and coordinates reconnection of subscribers disconnected for nonpayment and assists with accounting as assigned. Responds to public inquiries on the selection and availability of services and on billing questions about local service, toll charges or other company offerings.
- Transfer trouble calls to the NOC Center.
- Performs collection duties pertaining to active and inactive accounts. Monitors subscriber billing to keep payments current, sends late notices on or about the 10th every month, writes off delinquent accounts, and refers account to collection agency when all collection efforts have been exhausted.
- Keeps management informed as to potential problem areas or concerns that may arise.
- Ability to work independently
- MACC Switch Activation - activities to including PIC changes, feature changes, reconnect and disconnect orders. Work the order while the customer is on the line and finish the order before hanging up with the customer.
- Process LOA's and submits PIC change orders if needed.
- Outbound calls for ILEC DSL Sales including long distance and vertical services. This will include outbound calls and face time at Marketing Events.

- **Maintain and update:**
 - Intrado/MSAG for 911
 - Directories
 - VeriSign
- Transmit toll on or about the 20th of every month.
- CLEC services including IMA Order processing to include UNE-L and UNE-T orders. This will include outbound calls as Hosted Service Training and attendance of possible Marketing Events.
- CLEC UNE Clink bill reconciliation (quarterly minimum)
- Special Projects.
- Credit card and ACH accounts/notify when card has expired.
- Account Refund Processing
- Work ASR and Special Access Orders. Submit SPA to MACC for CABS billing.
- Census Tract report/geo code address and update MACC records.
- USAC Invoicing and account discounts for Schools and Libraries and Rural Health Care.
- Ensure that billing is timely and accurate (experience in a MACC environment is desired)
- Selling additional products to the installed customer base.

- Filing a variety of reports to meet regulatory compliance
- Reports to include but are not limited to maintaining and updating:

- Security Deposit report
 - Equal Access Report changes to carriers
 - Write Off Report
 - 499 bundle toll report (quarterly)
 - PRC Access Lines Ins and Outs (annual)
 - Update Solix (Litap) Monthly reports including adding and removing discounts in MACC
 - Un-billable toll report/bill with OCC's as necessary
 - Monthly Access line report
 - COCOT report (quarterly)
 - Monthly Service Order Report
 - DSL Penetration Report.
 - Pre-Billing Accuracy Checks.
- *Assures that all Customer Proprietary Network Information (CPNI) be handled in accordance with FCC and Company CPNI regulations.*
 - *Adheres to Company and FCC Red Flag Policies.*

Duties may be added or taken away at any time at Management Discretion.

Specifics to the Job

Employees normally work eight hours per day, however, additional hours may be required to meet needs of the business.

Working knowledge of order entry and billing systems (MACC) preferred

Working with computer terminals and other office equipment is required.

Adheres to safe work practices.

May require traveling out of town for training if necessary.