



103 LINCOLN STREET  
RUSH CENTER KS 67575

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<b>Job Title</b>	<b>TIER I Customer Service Representative- GBT/NTW</b>	<b>Job Category</b>	<b>Sales/Administrative Support</b>
<b>Department</b>	Office	<b>Status</b>	Full Time/Non-Exempt
<b>Location</b>	GBT Service Area	<b>Travel Required</b>	Yes
<b>Supervisor Title</b>	CSR Lead	<b>Evaluators</b>	CSR Lead & Assistant General Manager
<b>In-put</b>	General Manager, Management Team, Co-Workers, Customers	<b>Direct Reports</b>	NA

In keeping with our mission of ***bringing the best user experience to its customers through reliable state-of-the-art communication services.***

This position supports the company's customer service philosophy that sets us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

*NOTE: The job functions listed are intended to describe the general nature and level of work being performed by employees and are not to be interpreted 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.*

<b>By:</b> CSR Lead & Assistant General Manager Golden Belt Telephone	<b>Effective Date:</b>   <b>Review Date:</b>
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POSITION DESCRIPTION

\*Percentages of time spent on each job duty will vary daily, as well as based on project.

**Committed to providing outstanding service to all customers. You are the company’s voice and will use exceptional empathy, encouragement, and care as well as product expertise to ensure all customers feel valued. Your job is not only to gain new customers, but also to care for and provide service to existing customers. You enjoy finding innovative solutions for customer issues and making sure all clients have an unmatched experience with GBT.**

ESSENTIAL DUTIES & RESPONSIBILITIES

- Sell and up-sell GBT & NTW products and services by utilizing your sales training, using marketing plans and strategies to business and residential customers.
- Assist all customers enthusiastically and with innovation with GBT & NTW sales, billing, and account inquiries.
- Assist customers regarding concerns with GBT & NTW services and help find solution or dispatch to appropriate work group.
- Participate in calling campaigns to sell/up-sell under under-penetrated areas, as needed.
- Maintain customer records of services.
- Interact and communicate with coworkers to assist in completing customer requests and troubles.
- Receive cash, checks and other tender from customers in payment of bills and purchases, as well as posting customer payments. Reconcile and balance a cash drawer, prepare daily bank deposits.
- Perform all computer functions associated with GBT & NTW billing and customer inquiries
- Take personal responsibility for the quality and timeliness of work orders.
- Adapt to the evolving and changing business needs, conditions, and work responsibilities within the communication industry.
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- Promote organizational mission and goals by influencing others to act in support of our core values.
- Display an ongoing positive commitment to learning and self-improvement: desiring and making an effort to acquire new knowledge or skills for work.
- Completes all assigned work, paperwork, job notes, inventory check out, and other documents and actions as required by GBT & NTW.
- Utilize company software to complete/update service orders, track inventory and enter time.
- Participate in strategic planning.
- Cultivates the culture by setting the tone and ensuring retention of the core values by setting an example and reinforcing the values in others.
- Attend and participate in job safety and other training programs.
- Follows all company safety policies and procedures as outlined in the Employee Handbook/Guidebook and Safety Manual.

*(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)*

Knowledge, Skills & Abilities

- Maintain a strong knowledge of all company products and services, pricing, plans, promotions, and service features.
- Knowledge of marketing and sales practices and principles.
- Knowledge of company policies and procedures.
- Knowledge of Microsoft Word, Excel, local operating systems.
- Knowledge of general office procedures.
- Knowledge of various electronic devices, and ability to share that knowledge in a patient, caring way. (smartphones, tablets, streaming devices, etc.)
- Skill in identifying problems and resolutions.
- Skill in prioritizing and completing multiple projects.
- Skill in operating various office equipment.
- Skill in oral and written communication.
- Ability to establish good customer relationships by providing prompt, exceptional sales and after sales service.
- Ability to take ownership to resolve customer inquiries and deliver what matters to the customer on the first phone call.
- Ability to be self-motivated, enthusiastic, and passionate about GBT’s culture.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to read and interpret technical documents.
- Ability to function as a team player.
- Ability to think progressively and with innovation while quickly grasping new ideas.
- Ability to maintain a positive attitude.
- Ability to work with frequent interruptions.
- Ability to consistently complete service orders at the level of quality and accuracy set forth by company standards.
- Ability to maintain compliance of CPNI guidelines.
- Ability to practice and utilize emotional intelligence, every characteristic: self-awareness, self-regulation, motivation, empathy, and social skills, in all situations.
- Ability to sell and up-sell company products and services.
- Ability to handle difficult customers.
- Ability to hold yourself and others accountable and manage everyone’s time efficiently.
- Ability to be innovative, constantly looking for new, improved ways of doing things in a more efficient and effective manner.
- Ability to be great, because great isn't luck-it's our people. At GBT, you're the reason we're the golden standard, day in, day out.

**Responsibilities:** This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organization requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least annually.

**Education, Experience & Training:** High school diploma or GED, required. Company training of operating systems must be completed within six months. Ongoing training as required by the company, I.E., safety, CPNI, harassment prevention and other necessary industry training, required.

**Customer Service/Interaction:** Daily phone and face-to-face interaction with other employees and customers, while vendor contact is limited by phone to perform job functions. To facilitate our mission of customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide extraordinary customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees.

**Confidential & Sensitive Information:** This position has access to and must safeguard the organizations confidential and sensitive information.

**Latitude:** Most duties are assigned and then the performer plans and arranges tasks to complete duties. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy. All purchase requests are referred to the CSR Lead

**Impact of Position:** Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected but could have significant adverse effect on external relationships and result in substantial monetary effect due to a probability of loss of customers and improper utilization of labor, material, or equipment. Since data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

**Physical Requirements:** Limited bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

**Work Conditions:** Office Environment

**Other:** Occasional travel by vehicle, air travel, flexible hours, overnight travel, and overtime, may be required.

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*I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.*

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EMPLOYEE SIGNATURE

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DATE

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SUPERVISOR SIGNATURE

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DATE

