

**Job Title: CUSTOMER CARE PROFESSIONAL
Reports To:** Customer Care Supervisor

**FLSA Status:** Non-Exempt

**Department:** Customer Service

**Benefit:** Eligible

**The Low Down:**

The customer service professional is responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department.

**What your day will look like:**

**What you bring to the table:**

* Understanding of the fundamentals of competitive environment.
* Ability to multitask between multiple tools and systems (knowledge base, team meetings, supervisor) and apply information and knowledge to customer situations.
* Ability to demonstrate functional skill in communicating and explaining basic account information to the customer including their billing statement, products and services, with focus on first-call resolution, retaining revenue, and building value.
* Overcome concerns, resolving customer concerns through active listening, empathy, professionalism, and problem solving.
* Has a keen awareness of company policies and procedures while applying sound judgment within scope.
* Must be able to work in a fast-paced, structured, dynamic and high- transaction environment, with the ability to maintain composure in stressful situations and manage and diffuse angry or upset customers.
* Demonstrates ability to achieve established goals and performance metrics.
* High focus on attendance and must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
* Trainings offered on a regular basis for career development.
* Ability to work independently but seeks leadership support when necessary.

Interacts with customers via telephone, e-mail, or face-to-face to assist with a variety of customer inquiries and issues. Must be able to wear telephone headset and manipulate objects such as pen,

**General Qualifications:**

Must be able to read, write and speak English, ability to effectively present information and respond to questions from customers and technicians.

* High School Diploma or equivalent
* 2 years related experience
* Customer/Client Focus
* Flexibility
* Teamwork Capacity
* Communication Proficiency
* Technical Capacity

**Physical Demands/Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**This is a largely sedentary role.** Individuals may need to sit or stand as needed. This position may require walking primarily on a level surface for periods of time as well as reaching above shoulder heights or below the waist or lifting as required to file documents or store materials throughout the workday. Proper lifting techniques are required.