

CTC Job Descriptions 2022



Title: Customer Service Representative

Overview

CTC is seeking Customer Service Representative who is the primary person responsible for onboarding and supporting customers telephone, internet, and TV services. The successful candidate will be friendly, good communicator, and problem solver with the ability to learn and support CTC technology services. This hourly position requires some overtime and will report directly to the office manager. If you are positive individual who likes technology and looking to join a fantastic team in Cordova, Alaska, we encourage you to apply.

Responsibilities

The Customer Service Representative will be responsible for:

- a) Primary resource to answer CTC telephone calls
- b) Provide customer support for telephone, internet, and TV
- c) Maintain customer records and services
- d) Maintain customer equipment inventory
- e) Provision equipment for customers
- f) Prepare daily batch for deposit
- g) Manage Point Of Sale for cash and credit card transactions
- h) Facilitate and maintain technician service orders and trouble tickets
- i) Work with technical team on escalated customer service issues

Preferred Experience

- a) Associates degree or higher preferred
- b) Minimum two years working experience in office environment
- c) Experience using Microsoft Office and Billing software
- d) Ability to stay positive and maintain healthy communications with customers
- e) Good written and verbal communication skills

Benefits

- a) Hourly DOE, \$24.91 to \$29.31
- b) Full health benefits
- c) Pension plan and 401k options
- d) Paid holidays and personal time off
- e) IBEW Union Position

Job Posted: 01-14-2022

Open Until: 02-04-2022 or until filled

Please email resumes to jobs@ctcak.coop