

**DATE POSTED:** April 30, 2019  
**CLOSING DATE:** May 6, 2019 – 5:00 P.M.

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## **Job Announcement**

The following full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an Employment Application form to the Human Resource Office no later than the posted closing date above.

**JOB TITLE:** CUSTOMER SERVICE REPRESENTATIVE  
**DEPARTMENT:** CUSTOMER SERVICE  
**LOCATION:** GUAM  
**SALARY LEVEL:** 2  
**STARTING SALARY:** \$10.99 Per Hour(negotiable based on experience)  
**FLSA STATUS:** NON EXEMPT  
**JOB POSTING #:** #7067/#G-46-2019-04

### **Job Summary:**

Under the direction of Customer Service Supervisor, the Customer Service Representative serves as the first line of contact with IT&E customers, receiving and initiating residential, business, government, Internet, and cellular customer contacts by telephone, personal contact and correspondence. The Customer Service Representative will make every effort to assist customers and resolve any equipment or service-related problems within the scope of the Company's capabilities and policies.

### **Essential Duties and Responsibilities:**

1. Know and uphold the established IT&E Mission, policies and procedures, IT&E and Department objectives, quality assurance and safety programs and standards.
2. Handle customer inquiries and requests regarding new service offerings, enhanced/additional service or discontinuation of service, pending service orders, rates, regulations, policies and all other telecommunications activities.
3. Determine customers' communication requirements and offer recommendations for satisfying customers' product and service needs.
4. Access switch for activation/deactivation of cellular and feature services, and will program features and functions.

5. Initiate sales effort to achieve established sales objectives.
6. Prepare and issue service orders and correspondence regarding customer service and other matters. Issue adjustments as required and approved.
7. Conduct special analyses and investigations to satisfy customer and company-initiated inquiries.
8. Maintain various records on equipment and service. Perform routine posting and filing activities. Prepare, maintain and/or submit daily and monthly reports in conjunction with standards of performance, requisitions, receipts and other related forms.
9. Coordinate and cooperate with other operating and administrative groups as required to accommodate service demands and requirements.
10. Serve as cashier as needed and assigned.
  - Receiving and processing customer payments for account services
  - Receiving payments and processing reconnection service orders
  - Selling Pre- and Post-paid cards, SIM cards and other company products
  - Closing, balancing and securing all sales for the day; preparing and submitting all moneys received and the daily batch report to the Accounting Support Technician for verification
  - Reconciling all transactions and receipts with the Accounting Support Technician
11. Cross-train other technicians in various aspects of this position to prepare them to fill in as needed and for possible succession.
12. Assist other staff and functional areas in their areas of responsibility, as needed.
13. Perform other related duties or tasks as assigned or required.

**Minimum Qualification Requirements:**

Education: High School Graduate with evidence of computer technical education or training.

Work Experience: Two years of work experience in a customer service oriented business environment

**Licensure/Certification/Professional Association:**

None Required

**Special Knowledge, Skills and Abilities:**

1. Knowledge of:
  - a. Administrative and clerical procedures and systems such as computer operations, managing files and records, designing forms and other office procedures and terminology
  - b. Basic tenets of good telephone etiquette
  - c. Customer service and problem resolution techniques
  - d. Principles and concepts of team work, work-related goal setting and resource management

2. Skills in:
  - a. Operating and explaining the operation of handsets, smart-phones, air cards and other telecommunications devices
  - b. Handling customer queries and problems in a non-confrontational manner that leads to customer satisfaction and problem resolution
  - c. Use of standard office furniture and equipment, which may include use of a cash register
  - d. Use of personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word
3. Ability to:
  - a. Learn and be capable of explaining the Company's telecommunications service programs, products and services.
  - b. Communicate naturally and pleasantly in fluent English in a polite, clear, concise and accurate manner
  - c. Perform in a self-directed, hard-working, creative and forward thinking manner, demonstrating alertness, attention to detail and a logical thought process
  - d. Provide a high level of customer service.

**As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.**

**IT&E is a Drug Free Workplace**