



## Position Description

### **Subscriber Support Representative**

#### **Job Summary and Objectives**

The Subscriber Support Representative supports all aspects of the subscriber experience, including but not limited to scheduling, provisioning, first tier technical assistance, billing, and providing outstanding service for a high level of subscriber satisfaction. The Subscriber Support Representative promotes positive public relations through knowledgeable, responsive, and courteous interactions with current and potential subscribers, contractors, vendors, and the general public to fulfill the goals of Co-Mo Connect.

#### **Responsibilities and Essential Job Functions**

- A. Promptly and courteously responds to subscriber inquiries and provides support via telephone, email, written correspondence, or face to face regarding requests for Co-Mo Connect services.
- B. Provides first level phone and email technical support for phone, internet, and television service by diagnosing and resolving basic network and router functionality issues.
- C. Walks customers through common hardware configurations to maximize service functionality.
- D. Open and respond to trouble tickets. If unable to resolve escalate relevant incidents to the next level or dispatch relevant issues to the Fiber Technicians.
- E. Maintains accurate and complete member records via computer in a timely fashion including but not limited to contact tracking records, notes, and set up of accounts. Addresses billing, collections, outages, and related procedures to ensure generation of appropriate records, correspondence, and service orders for effective work management.
- F. Coordinates with internal staff and contractors to address various customer service related issues, including eligibility, line extensions, seasonal billing, equipment, technical issues, etc.

- G. Promotes a positive subscriber experience through ongoing and effective employee/subscriber/contractor/vendor/partner communication. Attends community and promotional events as appropriate.
- H. Promotes and maintains a safe working environment, observes all safety rules, and supports the Mission Statement and Core Values in carrying out the responsibilities of the position.
- I. Supports and keeps abreast of bylaws, guidelines, policies/procedures and philosophies of the parent cooperative in an effort to effectively serve and support members and subscribers.
- J. Performs other duties as assigned in order to fulfill the objectives of Co-Mo Connect and this position.

These statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is not intended to be construed as an exhaustive list of all responsibilities and tasks that may be assigned.

## Relationships

Reports to: Subscriber Support Supervisor

Directs: None

Internal: Regularly confers with Co-Mo Connect employees and other departments within the parent cooperative as needed.

External: Maintains great relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of this position.

## Physical Requirements

This position mainly requires sitting to complete work with a computer and telephone. Some walking and standing are also required, as well as occasional lifting and/or carrying and/or pushing/pulling of various items less than 10 pounds. Visual and audio acuity is essential to this position.

## Qualifications

To perform the job successfully, an individual should have the following education, competencies, and experience:

- High school diploma or equivalent required.
- Associate's degree or coursework in Business or Information Technology related field preferred.
- Previous customer service and/or technical support experience.
- Proven ability to multi-task and plan/organize work to meet deadlines, all with a high degree of accuracy with attention to detail.
- Strong analytical and critical thinking skills with demonstrated problem solving abilities.

- Effective communication skills and the ability to work as a team player.
- Understanding and appreciation of technology and telecommunications along with general computer skills and proficiency in using standard office equipment.
- Demonstrated ability to effectively deal with people in difficult or stressful situations.

**Working Conditions**

Normal office conditions, some irregular hours may be required. Occasional day time travel for training or various errands as needed to complete the responsibilities of the position.

The Subscriber Support Representative is a non-exempt position.

Co-Mo Comm, Inc. is an Equal Opportunity Employer and employment is at-will.

**Reviewed by Supervisor**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Reviewed by Employee**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_