

Customer Service Technician Job Description

- A. Employee must be willing to headquarter and report to work in the Green City area.
- B. He or she will be required to accomplish satisfactorily the following work assignments.
 - 1. He or she will be required to become familiar with the telephone billing and collecting process and perform this function proficiently.
 - 2. He or she will be required to become knowledgeable of customer service practices and activities necessary to sign up new subscribers, add and delete services, check credit, and make customers aware of ALL available services offered by the company.
 - 3. He or she will be required to operate a wide assortment of business machines.
 - 4. He or she will be required to operate a personal computer using an extensive variety of software applications.
 - 5. He or she will be required to work with co-workers and customers with harmony and cooperation.
 - 6. He or she may be required to complete other tasks and duties as required by management.
- C. He or she may be required to train in different departments as needed.
- D. He or she will be under the supervision of the Office Manager or of another supervisor designated by the General Manager.
- E. The company will give consideration based on qualifications, ability, rank, and seniority - qualifications and ability prevailing.
- F. Appointment will be made after all applications have been reviewed.
- G. The appointees will be required to qualify within six months' time limit as specified in Article IX, Section 12 of the union contract.

NEMR is an equal opportunity provider and employer.