



POSITION TITLE

Customer Service Concierge

DEPARTMENT

Customer Service

POSITION SUMMARY

The Customer Service Concierge is an invaluable part of the success of FiberFirst. The Service Concierge will serve as an intermediary for customers, service, billing, technical, sales and other FiberFirst departments by managing specific pre- and post-sale activities that will help maximize customer satisfaction and successful onboarding.

SUPERVISION RECEIVED

Works under the supervision of Customer Service Manager

KEY JOB RESPONSIBILITIES/DUTIES

- Inbound/Outbound call center support. (Telephone and Internet chat queue)
- Is responsible for the submission, ownership, escalation, and status communications of CARE, Billing, MACD, and Credit, ticket submissions.
- Acts as first point of escalation for customer call ins.
- Coordinate with other departments to resolve service, support, or billing issues.
- Negotiate price and terms for customer sign-ups and retention.
- May be assigned to in/outbound calling campaigns.
- Maintain detailed, accurate account records in customer database and customer activity.
- Ensures all customers are satisfied with full resolutions provided following internal customer activities.
- Customers primary point of contact regarding day-to-day support, service issues or outages.
- Assist with special projects.
- Become the Favorite for our customers to interact with.
- Aggressively and proactively provide the highest level of customer support.
- Perform all work duties as deemed by management.
- Positive, winning attitude, strong work ethic and teamwork.

PERIPHERAL RESPONSIBILITIES/DUTIES

- Continuous development and team support.

DESIRED MINIMUM QUALIFICATIONS

- H.S. graduate
- College degree (preference)
- 1-year telecommunications experience
- 2-year customer service experience
(Any equivalent combination of education and experience)

REQUIRED MINIMUM QUALIFICATIONS

- Must be able to communicate accurately with customers and coworkers using email and telephone.
- A thorough understanding of business relationship fundamentals with emphasis on customer interaction, problem identification and resolution.
- Excellent Communications skills and ability to interact with many different levels of personnel, including management, administrative and technical.
- Demonstrated ability to rapidly grasp customer concerns/issues and show multi-task organization
- Highly motivated self-starter with good organizational skills and follow-up.
- Demonstrate the ability to work independently and effectively
- Must be proficient in the use of Microsoft Office suite (Excel, Word, Outlook...)
- Must be proficient in the use of CRM and other database systems.
- Ability to manage their time and tasks to completion with minimum supervision.
- Must be able to effectively manage conflict resolution.
- Must have a minimum of two years customer support.
- Ability to adapt and thrive with change.
- Exceptional time management and organization skills.
- Strong interpersonal, negotiation, and oral presentation skills.
- Ability to work in a fast-paced environment with a “can-do” attitude.

SPECIAL REQUIREMENTS

- N/A

TOOLS AND EQUIPMENT USED

- Computer, including word-processing, database and spreadsheet programs, calculator, telephone, copy and fax machine.

PHYSICAL DEMANDS

- The physical demands described herein are representative of those which must be met by an employee to successfully perform the essential functions of his/her job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk, use of all upper extremities in the operation of objects, tools, or controls.
- The employee must occasionally lift and or move up to 25lbs. Specific vision abilities required by the job include close vision and the ability to adjust focus.
- The position may require up to 10% meeting participation, 45% computer work in an office cubicle environment and 45% telephone correspondence.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interviews, reference check and job-related evaluations may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to the position.

The job description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the business and requirements of the job change.

COMPENSATION PLAN

\$30,000 – \$42,000 (OTE) Wage plus MBO Package