

Job Title: Account Consultant
Location: Vicksburg Video, Inc., Vicksburg, MS
Department: Administration
Reports To: Office Manager

Job Summary: To answer incoming customer telephone calls and then sell services to meet marketing goals, complete orders, and provide excellent customer service. This position is also cross-trained within the dispatch and office positions. He/she is supervised by the Office Manager.

Job Duties:

1. Sell services in order to reach marketing goals.
2. Provide excellent customer service via telephone and at front counter when instructed.
3. Fulfill customer orders and retain customers.
4. Resolve customer issues pertaining to current work.
6. Inform management of any issues or compromises important to the general operation and integrity of the work performed in the field.
7. Inform management of any customer service issues.
8. Conduct customer surveys.
9. Take payments of deposits and bills, assist in preparing bank deposits, key payments and other customer data to customer records.
10. Perform troubleshooting of TV equipment problems and discuss cable television equipment operations with the customer via phone or at front counter.
11. Perform any special tasks requested by management in order to maintain operations or achieve a specific end to a task.
12. Ability to understand and explain customer billing.

Job Specifications:

Education: High School Graduate or GED

Experience: Customer Service, Business Administration, Sales, and Telemarketing

Knowledge: Cable TV Principles
Knowledge of Vicksburg Video, Inc. Cable TV Procedures, Practices, & Policies
Selling Technique and Knowledge of Pricing
Product Knowledge of Programming Content & Billing Software
Expertise in customer problem solving
Meeting customer satisfaction

Working Conditions: Office Environment; regular business hours except for special requests by management.

Other: Successful candidate must pass random drug screenings throughout employment.

Please send resume to:

Vicksburg Video, Inc.
Attn: General Manager
P. O. Box 1276
Vicksburg, MS 39180

Or Fax To (601) 636-3797

VICKSBURG VIDEO, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.

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