

Position: Account Advisor

Position: Full Time, Employee

Training Pay Rate: \$10.00 per hour

**Mission:**

Contribute to the rapid growth potential in the Call Center. Be career driven for advancement and can thrive in a high energy, enthusiastic and competitive work environment. Strive to deliver the unexpected to the client in service and sales. Understand that the internal clients are as important as the external clients and that attitude plays a huge role in the success of the call center and its associates

**Responsibilities**

- Assist callers with inquiries regarding their accounts and current promotions in their market
- Be able to maintain multiple cable system client calls to answer any type of call that should arrive, mostly selling opportunities
- Exemplify high energy, self-motivated with analytical skills
- Strong commitment to customer service
- Track personal sales goals and call performance ratings
- Process on-line account transactions, such as new cable orders, request for surveys, upgrades, downgrades and transfers
- Ability and willingness to learn and understand a diverse product line
- Excellent communication and listening skills and friendly outgoing personality
- Maintain an up-to-date understanding of industry trends and developments that affect target market. (Know your competition)
- Provide timely follow-up on call-backs
- Be available for 12 hours a month training with some after hours and customer call nights
- Professional phone manner and presence
- Able to process customer orders via phone, fax and internet
- Understand the Call Center Philosophy: Our success is based on a TEAM based philosophy. Together Everyone Achieves More. Be a Team Player
- Keep accounts updated with correct client information and thoroughly complete all client information on each new order
- Build rapport with clients by sending thank you cards
- Some split shift and/or weekend work required

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### **Other Helpful Skills**

- Knowledge of Word, Windows and Lotus
- Service Oriented
- Demonstrated attention to detail
- Problem solving skills
- Excellent written and oral communication skills
- Ability to work independently and as with a team
- Ability to handle and follow up on multiple tasks
- Demonstrated ability to take initiative
- Demonstrated time management and organizational skills to meet multiple and conflicting deadlines
- Interpersonal skills and relationship building with both internal and external clients
- Professional and upbeat, positive and friendly attitude and demeanor
- Type 30 WPM

### **Benefits**

- 401 (K)
- Medical, dental and vision
- Profit Sharing
- Vacation, sick and personal time
- Paid Holidays
- NCTI cable courses
- Credit Union
- Life and Disability Coverage
- Business Casual Attire

Please send resumes to:  
WEHCO Video Client Care  
P.O. Box 384  
Bryant, AR 72089  
Or email to: [qfleming@wehco.com](mailto:qfleming@wehco.com)

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