

Job Title: Customer Service Representative
Location: Pine Bluff Cable Television, Inc.
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 on other office positions. He/she is supervised by the Office Manager.

Job Duties:

- Sell services in order to reach marketing goals.
- Provide excellent customer service via telephone and at front counter when instructed.
- Fulfill customer orders and retain customers.
- Resolve customer issues pertaining to current work.
- Inform management of any issues or compromises important to the general operation and integrity of the work performed in the field.
- Inform management of any customer service issues.
- Conduct customer surveys.
- Take payments of deposits and bills, assist in preparing bank deposits, key payments and other customer data to customer records.
- Perform troubleshooting of TV equipment problems and discuss cable television equipment operations with the customer via phone or at front counter.
- Perform any special tasks requested by management in order to maintain operations or achieve a specific end to a task.
- 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 Pine Bluff Cable Television Company, Inc. 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. Smoke Free Environment.

Other: Successful candidate must pass random drug screenings throughout employment. Candidate must have reliable transportation to get to and from work.

Please send resume to:

**Pine Bluff Cable Television, Inc.
715 S Poplar Avenue
Pine Bluff, AR 71601**

Or apply online at the link below:

<https://jobs.wehco.com/application/cable/>

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