

**Job Title:** Customer Service Representative  
**Location:** White County Video, Inc., Searcy, AR  
**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 for 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 White County Video, 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:**

**White County Video, Inc.  
ATTN: General Manager  
1927 W Beebe-Capps Expressway  
Searcy, AR 72145**

**Or apply online at the link below:**

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

**WHITE COUNTY VIDEO, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.**

**WHITE COUNTY VIDEO, INC. DOES NOT DISCRIMINATE BASED ON RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR GENDER. APPLICANTS MAY NOTIFY THE EEOC, FCC, OR OTHER APPROPRIATE AGENCY IF THEY FEEL THEY HAVE BEEN DISCRIMINATED AGAINST.**