

Job Title: Customer Service Representative-Part time
Location: Cam-Tel Company, Camden, AR
Department: Administration
Reports To: Office Manager

Safety-Sensitive Position

Pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

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 jobs. 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.
5. Inform management of any issues or compromises important to the general operation and integrity of the work performed in the field.
6. Inform management of any customer service issues.
7. Conduct customer surveys.
8. Take payments of deposits and bills, assist in preparing bank deposits, key payments and other customer data to customer records.
9. Perform troubleshooting of TV equipment problems and discuss cable television equipment operations with the customer via phone or at front counter.
10. Perform any special tasks requested by management in order to maintain operations or achieve a specific end to a task.
11. Ability to understand and explain customer billing.

Job Specifications:

Education: High School Graduate or GED

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

Knowledge:

1. Cable TV Principals
2. Knowledge of Cam-Tel Company Cable TV Procedures
3. Practices & Policies
4. Selling Techniques and Knowledge of Pricing
5. Product Knowledge of Programming Content & billing software.
6. Expertise in customer problem solving.
7. 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.

Acknowledgment:

The above statements reflect the general details considered necessary- to determine the essential functions of the position identified and shall not be construed as a detailed description of all work requirements inherent in the position. I may be required to perform additional tasks necessary to meet the standards of quality and care.

I acknowledge that I have read and understand this position description and have had the opportunity to ask my supervisor about any points I needed help understanding. Therefore, I hereby state that I can perform the essential functions of this position with or without reasonable accommodation.

Name (please print)

Signature

Date

Excellent Compensation Benefits Are Provided

- Competitive wage
- Relocation assistance
- Supplemental benefits available
- Medical insurance offered
- Paid sick and vacation
- One week of vacation after 90 days
- Paid holidays
- Paid personal day and floating holiday
- Paid parental leave
- Life and disability insurance coverage
- 401K matching contribution by the company
- Profit sharing
- Take-home company vehicle provided
- Company-provided cell phone
- NCTI Educational Training Reimbursement Program
- Employee Assistance Program

Qualified Applicants can apply by any of the following options:

- Apply online at: <https://jobs.wehco.com/application/cable/>
- Email resume to: claunius@wehco.com
-

Cam-Tel Company
Attn: General Manager
P. O. Box 835
Camden, AR 71711

CAM-TEL COMPANY IS AN EQUAL OPPORTUNITY EMPLOYER.

CAM-TEL COMPANY 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.