

Job Title: Customer Service Representative
Location: Longview-Kilgore Cable Television, Longview, TX
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:

- Provide excellent customer service at front counter and on the phone.
- Ability to understand and explain customer billing, work orders, service calls, services, customer premise equipment, privacy and other various processes.
- Take payments and record payments in customer accounts.
- Sell services in order to reach marketing goals.
- Fulfill customer orders and retain existing customers.
- Resolve all customer issues in a professional manner.
- Inform management of any customer service issues.
- Perform any special tasks requested by management in order to maintain operations or achieve a specific end to a task.
- Perform troubleshooting of TV equipment problems and discuss cable television equipment operations with the customer at front counter
- Ability to lift cable equipment to issue to customers (approximately 5lbs per box)
- Availability to work Saturday rotation
- Perform any special tasks requested by management in order to maintain operations or achieve a specific end to a task.
- Maintain cash control of cash drawer
- Maintain privacy of customer accounts

Job Specifications:

Education: High School Graduate or GED
Experience: Customer Service, Business Administration, Sales, and Telemarketing

Knowledge:

- Excellent verbal communication skills
- Money management/counting skills
- Expertise in customer problem solving
- Meeting customer satisfaction

Working Conditions:

Office Environment; regular business hours except for special requests by management and Saturday rotation scheduling. Smoke Free Environment.

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

Apply online at the link below:

<https://jobs.wehco.com>

Or apply in person at:

711 N High Street
Longview, TX 75601

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