

**Job Title:** Customer Service Representative  
**Location:** Vicksburg Video, Inc., Vicksburg, MS  
**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)
- 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. 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/application/cable/>

**Or send resume to:**

**Vicksburg Video Inc.  
Attn: Office Manager  
900 Hwy 61 North  
Vicksburg, MS 39183**

**Or apply in person at:**

**900 Hwy 61 North  
Vicksburg, MS 39183**

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