

Job Title: Customer Service Representative
Location: Longview Cable Television, Longview TX
Department: Administration
Reports To: Office Manager

Safety Sensitive Position

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.

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.

Employee's Printed Name

Employee's Signature

Date

Apply online at the link below:

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

Email resume to: ddeem@wehco.com

**Longview Cable Television, Inc.
711 N. High Street
Longview, TX 75601**

**LONGVIEW CABLE TELEVISION, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.
LONGVIEW CABLE TELEVISION, 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.**

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- Competitive wage
- Relocation assistance
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- Employee Assistance Program