



## **Gila River Telecommunications, Inc.**

**Position Title:** Customer Service Representative  
**Exempt Status:** Non-Exempt  
**Department:** Customer Service  
**Reports To:** Customer Service Supervisor

### **Job Summary:**

The Customer Service Representative (CSR) interacts with GRTI and Affiliate customers or other business clients to provide information in response to inquiries about products and services, and to handle and resolve complaints.

Confers with customers by telephone or in person in order to provide information about or promote products and services, to take orders or cancel accounts, or to obtain details of support that is needed.

The Customer Service Representative reports directly to the Customer Service Supervisor.

### **Job Description Duties:**

- Greet customers warmly and ascertain problem or reasoning for calling or visiting the office.
- Assist customers with billing inquiries on the telephone, in the business office, and during District Days by accessing information from a computerized billing system and other reference material.
- Take, prepare, input and generate complete orders for service including; phone, features, DSL, wireless, and other products as requested.
- Generate trouble tickets and service orders for phone and DSL as requested by customers, and other departments.
- Scan and input complete and accurate information into various computer files; scan customer applications into system.
- Convey knowledge of GRTI's phone and Internet products and services.
- Convey knowledge of GRTI subsidiaries.
- Convey knowledge of the Gila River Indian Community and provide helpful directions based on knowledge of the Lone Butte Industrial Park.
- Take payment information and other pertinent information such as addresses or phone numbers.
- Maintain a cash drawer on an as-scheduled basis.
- Record posting of all customer payments.
- Works closely with Accounting staff on accounts receivable and billing information.
- Be knowledgeable of Customer Proprietary Network Information (CPNI) rules and report any violation to proper authority.
- Ensure GRTI Employee Handbook is understood and followed in a consistent and respectful manner.

**Note:** This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor.

### **Skills and Competencies:**

- Basic knowledge of cash transactions and related accounting procedures.
- Manage large amounts of incoming calls.
- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods and tools.
- Keep records of customer interactions, process customer accounts and file documents accordingly.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting the correction or adjustment; following up to ensure resolution.
- Maintain complete confidentiality of company and subscriber records, and financial information.
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Successfully function as a team player by communicating and collaborating with colleagues as needed.
- Highly organized with special attention to details and deadlines
- Consistently demonstrate high degree of integrity, honesty and accuracy.

### **Education and Experience:**

High School Diploma (or GED or High School Equivalence Certificate) is required.

One to two years of experience in general clerical functions and customer service is preferred. Experience in telecommunications, computer, bookkeeping and cashiering is desirable.

### **Equipment Used:**

Telephone; FAX, calculator, computer, monitor, printer, computer, Microsoft Outlook, MACC Billing software and scanner.

### **Additional Requirements:**

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug and alcohol test, and a background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Indian Community Members, other Indians, and non-Indian spouses of officially enrollment Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).