

Customer Care Representative

Reports To: Customer Relations Manager

FLSA: Non-Exempt

Job Summary:

The primary responsibility of the Customer Care Representative is to provide effective customer service to all customers by utilizing excellent, in-depth knowledge of company products and programs. Answers all incoming calls and serves as primary point of contact for new customers. A friendly outgoing personality with an aptitude for good customer and public relations is a must. Participate in a team member concept throughout the Customer Care Department.

Duties and Responsibilities:

- Provide timely, accurate customer service, in person, on the phone or online by assisting customer with new service requests, disconnects, billing inquiries, and all other questions and/or concerns.
- Respond to customer inquiries on the selection and availability of products and services.
- Willingness to work at various PSC offices as scheduling dictates.
- Complete appropriate paperwork and/or service orders. Maintain accurate records on all customers.
- Assist other departments (i.e. Plant, Billing, etc.) as needed.
- Promote and sell services to new and existing customers.
- Receive payments from customers, post payments and issue receipts.
- Count and balance cash drawers. Prepare daily bank deposits.
- Complete credit checks on new customers as appropriate.
- Share the opening and sorting of customer payments. Share responsibility of daily post office runs.
- Assist in sealing and placing postage on mailings.
- Greet visitors and direct them to appropriate area. Maintain visitor's log.
- Comply with all safety policies and procedures.
- Comply with all company policies and procedures.
- Perform all other related duties as assigned by management.

Knowledge, Skills and Requirements:

- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Knowledge of company products and services, policies and procedures.
- Knowledge of general office procedures. Skill in operating various office equipment such as personal computer, copier, fax and telephone system.
- Skills in prioritizing and completing multiple projects, identifying problems and resolutions and ability to work with frequent interruptions.
- Skill in oral and written communication.
- Ability to maintain confidentiality.
- Ability to follow written and oral instructions.
- Ability to pay close attention to detail.
- Ability and attitude to work well with others and effectively function as a team player.
- Must be able to drive a vehicle; possess valid driver's license with an excellent motor vehicle record.

Education and Experience:

- High School Diploma. Two years related experience.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Valid driver's license required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent standing, sitting, and reaching above shoulder height.
- Must be able to hear well enough to communicate with employees, customers and business contacts.
- Willing and able to travel by air or ground.
- Ability to be mobile through various job sites and work areas.

Please submit resume and cover letter to hr@psci.net

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