

Liberty Communications

Customer Service / Sales Representative

Job Description

Job Title: Customer Service / Sales Representative

Reports To: General Manager

Department and Location: Customer Service West Liberty, IA

Salary: DOE

Prepared Date: 12/6/17

Basic Job Function:

Responsible for selling telecom services to new customers and providing excellent customer service to existing customers. Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism. Offers alternative solutions where appropriate with the objective of retaining customer's business. Handles business transactions via computer to activate new customer accounts and service existing accounts. Must demonstrate excellent verbal and written communications skills. Makes financial decisions to protect/collect revenues and adjusts customer accounts. Responsible for achieving sales goals.

Liberty Communications believes service and sales are about making connections. An opportunity to understand the changing needs of your customer, and share your extensive knowledge about the products and services that will best serve those needs. As the face of Liberty Communications, your work is critical to driving winning results that will grow our business. You'll be leveraging your skills and experience in sales to quickly build great rapport with customers, conduct a thorough needs assessment to help make smart product and service recommendations, and overcome any obstacle to achievement of a successful sale.

Along with academic fundamentals, like a high school diploma, you'll bring your experience in consultative selling and successfully positioning products and services. You'll have the opportunity to earn a competitive hourly salary plus individual and team based incentives. Liberty Communications has an excellent benefits package and a profit sharing program. Although there is occasional opportunity for overtime, the current work schedule is M-F 7:30am – 4:30pm.

Liberty Communications is a drug-free workplace and committed to diversity and inclusion. The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

Principal Duties and Responsibilities:

- Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reports customer troubles.
- Responsible for improving customer retention through programs and service provided to the customer.
- Utilizes computer based systems to initiate and complete service orders and handle customer requests, process sales and upgrades and for processing payments for services.
- Continually maintain working knowledge of all company products, services and promotions.
- Make recommendations according to customer's needs for telecom services.
- Administer system functions on all opening, closing, and balancing procedures according to finance guidelines.
- May be responsible for credit/inbound and outbound collections, activations, customer service, revenue, fraud, residential and business support inquiries, and other duties as required.

Physical Requirements: Valid driver's license and the ability to travel to attend meetings as directed by management. The ability to verbally communicate effectively with supervisor, managers, directors and external audiences. The ability to carry out the function and responsibilities of the job.

Desired Qualifications:

- Sales background with telecommunications products preferred.
- 1 year retail sales experience preferred.
- 1 year customer-facing experience required.
- Strong written and interpersonal communication skills required.
- Ability to organize and plan time effectively.
- College Degree in Communications or Business preferred.
- High School diploma or state equivalency required.
- Bilingual Spanish skills required.
- Must be able to complete a background check and substance abuse testing.

Liberty Values

- Respect for each other and our customers
- Being proactive
- Asking questions to solve problems and managing by fact
- Paperless and efficient work flow
- Being real and promoting fun at work
- Delivering excellent customer experience
- A focus on revenue growth and expense reduction
- A focus on BPI (business process improvement)

Provisions listed in this Job Description may be changed or modified by Liberty Communications without prior notice at any time, at the Company's sole discretion.

Please submit a resume and cover letter to apply for this position.

Liberty Communications
Jerry Melick, General Manager
413 N Calhoun St
West Liberty, IA 52776