

**PIERCE PEPIN COOPERATIVE SERVICES
ELLSWORTH, WISCONSIN**

POSITION DESCRIPTION

**CUSTOMER RELATIONS
SWIFTCURRENT CONNECT**

DEPARTMENT: Member Relations

STATUS: Full-time Hourly Non-Exempt

I. POSITION SUMMARY

This position provides direct assistance to SwiftCurrent Connect customers and is responsible for coordinating and supporting customer service activities related to broadband and other services. The role ensures a positive customer experience by assisting with service installations, product options, equipment, and costs; responding to inquiries, including basic technical questions; and processing account creations, transfers, and service orders. The position also manages customer communications across multiple channels, resolves issues with courtesy and efficiency, maintains accurate account records, and provides administrative support for broadband service orders, reports, and projects.

II. REPORTING RELATIONSHIPS

- A. Reports to: Broadband Manager
- B. Additional Reporting: VP, Member Relations & Human Resources
- C. Additional Reporting: Member Relations Supervisor

III. MAJOR RESPONSIBILITIES

- A. Essential Functions

SwiftCurrent Connect

1. Coordinate the services provided to SwiftCurrent customers, through various methods, including service installation, product choices, equipment options, and costs.
2. Respond to customer inquiries regarding products and services, including front line technical questions.
3. Process the creation of customer accounts, transfer accounts, repair service orders, member requested disconnects and reconnects.
4. Responds courteously and efficiently to members and customer inquiries via telephone, in person, by email and mail, resolving problems, making necessary adjustments, and furnishing historical usage information.
5. Maintain updated files for account transfers, disconnects and reconnects.

6. Provide direct administrative support for broadband related processes, service orders, reports and projects.
7. Investigate imbalances to GL, Cash discrepancies, billing errors, misapplied payments and correct the errors.
8. Provides backup assistance to the disconnect for non-payment processes.
9. Provide assistance to all phases of broadband and phone services billing including but not limited to: reviewing billing reports, verifying tax requirements, and scheduling of billing/collections.
10. Provide assistance to Billing Coordinator with auto pay processes.
11. Report CPNI notifications and accurately process requests to meet confidentiality requirements.

Front Desk and General Requirements

1. Answer and route telephone calls and respond to inquiries for both electric and broadband members and customers. Respond to radio requests as needed.
2. Greet visitors in a professional, pleasant, and friendly manner.
3. Provide other general administrative duties and backup for other positions within the Cooperative. Provide back-up services to the Member Relations Representative - Front Desk position.
4. Cooperate with all employees and supervisors in maintaining good working relationships.
5. Learn and comply with all Cooperative policies, rules and procedures.

Payments

1. Accurately post and credit member/customer payments, which are received at the counter and through the drop box or mail.
2. Balance cash drawer as needed.

This **Customer Service** position shall be required to perform any other duties assigned in order to fulfill the objectives of the Cooperative.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

IV. EXTERNAL RELATIONSHIPS

- A. Member/Customer: Communicate with concerning accounts & explain the services offered, rates, policies, procedures and benefits to which a member and/or customer is entitled.
- B. CRC – Cooperative Response Center: Contact for after-hours answering service and back-up telephone assistance during large call volume.
- C. NRTC – National Rural Telecommunications Cooperative: Contact for technical services for broadband services.

- D. NISC – National Information Services Cooperative: Contact for technical support.

SPECIFICATIONS

CUSTOMER SERVICE I SWIFTCURRENT CONNECT

Job Knowledge, Training and Experience:

1. Education: High school diploma or equivalent; preference is an Associate's or Bachelor's degree in related field (or equivalent job experience).
2. Experience: Minimum of two years' experience customer service or related field is required. Utilization of office automation in a public contact position is desirable. Experience with cash handling or banking is preferred. Position is required to perform a variety of administrative duties. Must be computer proficient with Microsoft Office products including Word and Excel. Proven customer service skills preferred. A good knowledge of English grammar is required to communicate policies and other information to member-consumers. Must possess knowledge of office practices and procedures. Must be assertive and exercise initiative and independent judgment. Knowledge of the Cooperative's procedures must be acquired within a reasonable time span.

Equipment Operated: Position utilizes personal computers and other standard office equipment in the completion of duties.

Abilities and Skills: Must be able to carry out a variety of activities, which require a high degree of accuracy and attention to detail while handling frequent interruptions. Must be able to communicate with a variety of people under differing circumstances while maintaining a professional, friendly, positive attitude. Must be able to organize work to meet deadlines. Excellent oral and written communications skills are required. Must be able to maintain corporate confidential information.

Physical and Mental Effort:

1. Must be able to sit, walk and/or stand for prolonged periods, up to 7 hours in an eight-hour day, with or without back support.
2. Must be able to communicate effectively on the telephone and in person to provide information and assistance.
3. Must be able to move throughout the buildings, from building to building and throughout the surrounding area.
4. Must be able to reach in all directions and bend/stoop to store and retrieve items, use equipment, computer and office equipment.
5. Must have dexterity and hand/eye coordination necessary to operate computer keyboard and communication equipment.
6. Hearing activity requires the ability to participate in numerous conversations throughout the day, both in person and over the telephone.

7. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

Working Conditions:

1. Must be able to complete job duties in an environment with some background noise and frequent interruptions.
2. Must be able to work in an office environment and be outside for required travel and some community events.

Travel: Occasional travel (company vehicle or commercial vehicle) may be required.

After an offer of employment has been made, a physical exam is required which includes both drug and alcohol testing.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Revision: 07/10/2024

Pierce Pepin Cooperative Services reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.