

# Customer Service Representative

## SUMMARY

Under general supervision and direction, the Customer Service Representative is responsible for taking care of the service needs of Futiva's customers in a professional, courteous, and efficient manner by performing the responsibilities listed below.

## RESPONSIBILITIES

- Handles high in-bound call volume covering a full range of customer service inquiries working closely with our administrative offices.
- Responds to inbound customer calls and assists customers face-to-face in the front office as needed.
- Provides customers with a clear understanding of charges, prorates, billing cycles, payment methods and customer equipment.
- Correct errors or discrepancies on customer billing as necessary. Process customer transactions and respond to inquiries in a responsive, timely and accurate manner.
- Enter account information into billing system with a high degree of accuracy to execute transaction(s).
- Participates in ongoing training to increase skill level and productivity.
- Maintain and sustain all Futiva CSR performance expectations as related to Quality Assurance, CSR required metrics (such as availability, talk time, etc.), attendance and customer service goals.
- Maintains working knowledge of all Futiva products, services and their features.
- Works with customers to achieve customer satisfaction by meeting their needs.
- Note: All the required responsibilities of this position are not included in this posting.

## EDUCATION and/or EXPERIENCE

- High School diploma or general education degree (GED); or one to three months related experience and/or training in a customer service environment; or equivalent combination of education and experience.

## OTHER QUALIFICATIONS

- Requires excellent oral and written communication skills while assisting and interacting with Futiva's customers and associates.
- Strong data entry and computer skills.
- Requires the ability to operate office equipment (copiers, phones, computers, etc.).
- The position requires the ability to learn and stay informed of products and services offered by Futiva.
- This position will require travel between our Marion and Benton offices.

Interested candidates should send all resumes or applications to [jobs@futiva.biz](mailto:jobs@futiva.biz).

We are an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

