

Join the Bloomer Team



Job Title: Customer Service Representative and Billing Specialist

Reports To: Office Supervisor

Location: Bloomer, WI

FLSA Status: Non-Exempt, Full-Time

Job Summary

This position is responsible for providing billing and customer support and is the primary point-of-contact for customers of Bloomer Telephone Company to fulfill telephone, internet, and television service needs.

Essential Job Functions

(May include but are not limited to the following. Other duties may be assigned.)

- Provides excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/correspondence by phone, in person, by email, or mail.
- Verifies customer charges are correct on service order before closing to ensure correct billing to the customer.
- Assists customers with new service requests, service plan changes, disconnects, reconnects, service questions and concerns.
- Reports service troubles as needed, researches billing disputes; and applies appropriate treatment to resolve customer complaints.
- Primary payment entry person - accepts customer payments and posts to the appropriate accounts when payment is received. Prepares check payments for Remote Deposit and prepares other regular bank deposits.
- Balances cash drawers and ensures accuracy of all cash transactions and associated reports.
- Prints and reviews reports for cash, credit cards, checks, iPay, and online bill payments (SmartHub).
- Performs other general office duties including filing, general data entry functions, and routine correspondence.
- Billing close process and procedure.
- Sets up and processes automatic payments by ACH.
- Review, maintenance, communication, notifications, and disconnect for non-pay customers.
- Processes any month-end reports for management.
- Exhibits discretion and keeps customer and Company matters confidential, adheres to Company CPNI and Red Flag rules.
- Adheres to established company policies and procedures.
- Accepts responsibility for decisions, conduct and actions.
- Demonstrates dependability through promptness, good attendance and adherence to timelines and schedules.
- Cooperates and works with all other departments for the maximum benefit of the company.
- Possesses a neat appearance for meeting the public on a daily basis.
- Must be able to deliver exceptional customer service to Bloomer Telephone Company's customers.
- Accurately updates Billing Messages, Billing Tax Codes and Billing Class Codes in a timely manner, as required.
- Annual debt write off process.
- Ensures proper lifeline credits are applied to customer accounts according to FCC regulations.
- Must be able to travel overnight occasionally for training, meetings, and conferences.
- Performs all other related duties as assigned by management. *

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

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Knowledge, Skills, and Abilities

- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Demonstrates strong communication and telephone etiquette skills.
- Ability to communicate and present information effectively at all times, both in writing and in speaking.
- Skilled in using personal computer and related software; copier; calculator; phone system; and fax machine.
- Can effectively use MS Word, MS Excel, MS Outlook and Company specific software programs related to job duties.
- Maintains working knowledge of Company products and services.
- Knowledgeable of all Company policies/procedures, including safety policies, and adheres to them.
- Possesses excellent organizational skills and pays close attention to detail.
- Skill in identifying problems and resolving them.
- Skill in writing routine reports and correspondence.
- Ability to maintain confidentiality.
- Ability to maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Ability to apply common sense understanding to carry out written, oral or diagram form instructions.
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons.
- Ability to read, interpret and understand documents, manuals, reports, and forms.
- Ability to work in a fast pace environment while prioritizing and completing multiple projects accurately within given timelines/deadlines.
- Ability to work independently and to work cooperatively and professionally with co-workers to promote an efficient and cohesive team environment.
- General troubleshooting skills.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education and Experience Desired

To perform this job successfully, an individual must be able to perform each item under “Essential Job Functions” satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma – Required
- Valid driver’s license - Required
- 2-3 years customer service experience and/or office experience - Required
- Mathematical Skills
- Computer Skills

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Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements	0-24%	25-49%	50-74%	75-100%	0-24 Lbs	25-49 Lbs	50-74 Lbs	75-100 Lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees, customers and business contacts.				X				
Standing/Walking:	X							
Climbing/Stooping:Kneeling	X							
Lifting/Pulling/Pushing – Weight:	X				X			
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Work Schedule

Defined by a Supervisor or Management.

Other Requirements

- Proof U.S. Work Eligibility
- On-going training when deemed by Management
- Valid and Insurable Driver's License

Note *The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*