



## Customer Service Representative

### Locations:

- Great Falls, MT
- McAllen, TX

**Job Summary:** Primarily responsible for providing positive and effective customer service by utilizing excellent, in-depth knowledge of company products and programs. Complete all necessary work to ensure the customer receives the best services and/or information requested in a timely fashion. This position will perform many but not necessarily all the essential job duties and responsibilities or emphasis outlined below. This position performs a variety of customer service related duties.

### Essential Job Duties and Responsibilities:

- Provide superior customer care.
- Perform customer service related duties such as customer inquiries in relation to billing, programming, new customer activations, credit scoring, and accessing various databases in order to complete request.
- Resolve customer requests and questions promptly, courteously, and professionally.
- Perform limited accounts receivable duties.
- Provide customer and billing reports as needed for management.
- Handle potential new subscriber sales calls and program new phones as needed.
- Adhere to attendance guidelines.
- Promote PCS equipment and programming sales.
- Maintain privacy of customer account information.
- Assume responsibility for establishing and maintaining effective, professional business relationships with customers.
- Assume responsibility for establishing and maintaining effective coordination and working relationships with co-workers and area personnel and with upper management.

### Knowledge, Skills, and Abilities:

- Knowledge of:
  - Generally accepted accounting standards.
  - General office practices and procedures.
  - Computer based programs (Excel, Microsoft office products)
  - Time management and organizational skills.
- Skill to:

- Operate various office equipment such as a computer, 10-key machine, copy machine, fax machine and multi-line telephone.
- Effectively communicate with angry customers in order to diffuse difficult situations.
- Communicate effectively, both orally and in writing, with customers, co-workers, and various business contacts in a courteous and professional manner.
- Work independently and be a team player within the department and the organization.
- Exhibit exceptional organizational skills and be a problem solver.
- Enjoy working with the public.
- Work completely and accurately under time constraints and deadlines.
- Work in a fast pace environment and prioritize multiple work assignments

**Education and Experience:**

*Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:*

- High School Diploma or Commensurate Education.
- One year customer service with computer data entry experience and/or training.

**E-mail your resume to [hr@cellonenation.com](mailto:hr@cellonenation.com)**

**Or mail to  
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**Or fax to 406-216-3047**