



## JOB OPPORTUNITY

### CUSTOMER SERVICE REPRESENTATIVE

**Location:** Oxford, MS  
**Direct Report To:** Customer Service Supervisor

#### **Job Summary:**

Our Front Counter Customer Service Representative position is a key company position that contributes to MaxxSouth's vision of being the industry leader in customer service through quality, courtesy and teamwork. This position is responsible for educating and assisting our customers so that they can make informed decisions about our products and services which include MaxxSouth Digital Cable TV, High Speed Internet, and Digital Voice service. The Cable Store Representative serves as a front line professional that must be able to provide the highest level of customer satisfaction. This position has extensive contact with the general public, therefore excellent customer satisfaction, communication skills, and attitude is essential.

#### **Job Responsibilities:**

- Provides a high level of face-to-face service to customers in a professional, courteous, and effective manner.
- Accept and process payments from walk-in customers.
- Monitor and maintain daily cash transactions ensuring counts, batches and balances reconcile and meet accuracy standards.
- Educate, promote and sell customers on MaxxSouth products and services, as well as, provide billing and general service support, including resolution of billing and equipment inquiries and changes to subscribers account information.
- Process electronic communication for various locations to promote sell and support MaxxSouth products and services.
- Consistently meet or exceed sales, quality and productivity standards.
- Schedule, print, and distribute work orders (based on location).
- Test, prepare, and assign equipment inventory as needed (based on location).
- Other duties as assigned.

#### **Job Qualifications:**

- High school diploma, G.E.D., or equivalent combination of training and/or experience required.
- Minimum of 1 year of experience in sales, banking, or customer service preferred.
- Basic reading, writing, arithmetic and computer skills required.
- Ability to multi-task and work well under pressure.
- Ability to speak clearly and articulate.
- Knowledge of cable TV, phone and Internet services a plus.
- Ability to work independently.
- Ability to work a schedule including weekends, holidays and overtime as required.
- Demonstrate accuracy with detailed work.
- Ability to maintain confidentiality a must.
- Attendance and punctuality are both essential functions of this position.
- Valid driver's license.

An Equal Opportunity Employer