



GENERAL STAFFING SOLUTIONS

POSITION TITLE:

Customer Service Representative

General Description:

Confers with customer by phone or in person to receive orders for installation, turn-on, discontinuance, or change in service. Completes contract forms, prepares change of address records, and issues discontinuance orders, using computer. Determines charges for service requested and collects deposits. Solicits sale of new or additional utility services. Resolves billing or service complaints and refers grievances to designated departments for investigation.

Skills/Duties:

- Possess strong communication skills
- Clear enunciation
- Provide telephone support
- Provide e-mail support
- Trouble shoots problems
- Responds to client requests
- Inquiries and complaints over the phone or in person.
- Ensures maximum good will from transactions
- Outbound calling
- Faxing
- Data entry

Requirements:

Requires a high school diploma or its equivalent with 1 – 2 years of sales/service experience.

Reporting Relationship:

Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

I have read the description of my professional responsibilities as an employee of GSN and agree to adhere to the standards described above.

Signature

Date