

## **Volcano Communications Group Job Description**

**Job Title:** Call Center Representative  
**Department:** Call Center  
**Reports To:** Call Center Supervisor  
**FLSA Status:** Nonexempt

### **SUMMARY**

Receives and responds to various telephone calls for Answering Service customers, Telephone, Internet and Cable customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Receives answering service calls via computer terminal , records call, and contacts customer to dispatch message or dispatches message upon call-in, as situation requires. Also pages clients, writes messages, as well as keying and faxing messages to client.

Receives and responds to calls after and before business hours, on weekends, holidays and during times of business office overflow regarding Telephone, Internet and Cable services and/or outages in an efficient and effective manner.

Relieves Console Operator/Receptionist and responds to calls placed into Company via telephone console as needed.

Processes telephone, cable, and Internet account receivables by receiving and verifying payment amount, balancing total with statement stub, and forwarding documents to Accounting Department. Sorts and enters customer payments into computer.

Receives orders and inputs via computer terminal requests for pay-per-view movies and events on CATV system.

Prepares various reports such as telephone and cable customer service/trouble reports, U-Request, etc. using computer terminal, information from printouts. Monitors alarms for Volcano Telephone and Golden State Cellular.

Prepares statements for mailing.

Logs personnel and keys in and out of the Media Center. Responsible for arming and disarming the Media Center.

The Answering Service Department is staffed seven days per week and twenty four hours per day. Shift times, days and hours may vary. Evening, weekend and holiday work schedules will/may be required.

Assists co-workers in procedures which they are not familiar, both giving and receiving information.

Interacts and participates effectively with managers, co-workers and others. Affects positively the performance of other employees, including assisting co-workers and working to accomplish job and

company objectives.

Consistent and regular attendance as required by scheduling needs. Shift lengths and times will vary, weekend and night shifts will be assigned as needed. Must be flexible with work shift scheduling, must be available and may be required to work overtime.

Individual departments maintain dress standards commensurate with public contact, however dress code and appearance is to be well groomed., tasteful and professional within all departments.

Performs other related duties as assigned by supervisory personnel.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid and unrestricted driver's license.

**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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**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.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of radiation. The noise level in the work environment is usually moderate.