

CENTRAL FLORIDA ELECTRIC COOPERATIVE

Job Description

Position: Customer Service Representative for Fiber to the Home (FTTH)

Department: Information Systems

Reports To: Network Operations Manager

Level: Pay Grade 6-Non Union-Hourly

Effective: March 29, 2023

Summary of Position

The purpose of this position is to coordinate service for fiber to the home (FTTH).

Provide continuous quality service with accurate billing of accounts for the purpose of maintaining good customer relations and to minimize revenue loss. Communicates with members by telephone providing information on service order status and problems.

Essential Duties

High school diploma and experience in sales and/or customer service position.

Outstanding customer service skills.

Effective written and verbal communication skills.

Must have a friendly and upbeat demeanor.

Ability to multitask and handle numerous calls.

Advanced knowledge, or ability to quickly learn, the benefits of fiber installation.

Strong analytical and critical thinking skills with demonstrated problem-solving abilities.

Understanding of mapping and service areas.

Ability to work in a close team environment.

Promote and maintain a safe working environment.

Performs other duties as assigned.

Working Conditions

The work is performed in an office environment in a call center type atmosphere. Walking, standing, sitting, pulling, and pushing required.

Regular work hours with some overtime required to work extended or flexible hours during weather-related outages or other emergencies. The employee is frequently required to sit and may be occasionally required to stoop, kneel, or crouch. May be required to occasionally lift and move up to 25 pounds. Ability to view the screen of a computer as part of daily duties to input information into various systems. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

The above duties are not intended to be all inclusive. The incumbent will be expected to perform other duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Statements are not intended to be construed as an exhaustive list of responsibilities, duties, or skills required. The scope and duties of this position may change or be temporarily altered based on the business needs of the Cooperative. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.