



JOB DESCRIPTION

Job Title:	Customer Experience Support Representative
Department:	TCC
Reports To:	Customer Experience Manager
FLSA Status:	Non-Exempt
Date Approved:	04/19/2021

General Summary

Customer Experience Support Representative provides customer service and technical support to customers. Receives customer trouble reports. Gathers relevant information, diagnoses, troubleshoots, and works to resolve customer service issues. Schedules and dispatches daily service orders to technicians. Monitors existing trouble reports and service orders to ensure timely and efficient completion, following up with customers to ensure customer satisfaction. The successful Customer Experience Support Representative consistently operates with integrity, trustworthiness, responsiveness, and empathy, while being a team player and exhibiting a customer-first attitude.

Essential Job Functions

- ◆ Provides courteous customer service and technical support to customers over a variety of communication mediums regarding service issues.
- ◆ Receives and processes trouble reports, service orders, and work orders. Ensures adequate and accurate information is obtained and documented for timely dispatch and repair of problems.
- ◆ Gathers relevant information, diagnoses, troubleshoots, and works with customers to resolve device and/or equipment issues.
- ◆ Performs diagnostics on video, broadband and security equipment, and facilities.
- ◆ Inputs data into various network systems for subscriber services.
- ◆ Monitors existing trouble reports and service orders to ensure timely and efficient completion.
- ◆ Provides services through various systems.
- ◆ Follows established policies and procedures to meet applicable specifications and customer satisfaction.
- ◆ Follows up with customer on completion of service orders and trouble reports to ensure customer satisfaction.
- ◆ Works with warehouse personnel to ensure accurate customer equipment inventory.
- ◆ Monitors and manages various network device such as DSL modems, optical network terminals, routers, and IPTV set top boxes.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of telecommunications technology, products and services.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of TCP/IP and other test utilities.
- ◆ Knowledge of Web technologies, technical languages, browsers, search procedures, search engines, platforms and applications.
- ◆ Knowledge of email, voicemail, IPTV, and number porting, as well as other assigned service interfaces.
- ◆ Knowledge of service orders and line testing on current switch and access facilities.
- ◆ Skill in operating various office equipment such as personal computer, printer, telephone systems, various software programs and tools, including but not limited to Microsoft Word, Microsoft Excel, and email software.
- ◆ Skill in written and oral communication.
- ◆ Skill in problem solving and resolution.
- ◆ Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to make sound decisions using information at hand.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to troubleshoot technical issues with customers.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to work overtime and weekends when necessary.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improved morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the continued progress of the company.

Education and Experience

High school diploma or equivalent, plus one year of related work experience. Technical experience preferred. Network+ certification required or obtained within 12 months from date of hire.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers,				X

vendors, employees, and industry contacts.				
Standing/Walking: Must be able, at times, to move about work area and walk to other departments.	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, use phone system, and various computer equipment.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Normal working conditions with the absence of disagreeable conditions.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.