



Business Service Representative

Department: Business Development and Sales

Location: Anchorage

FLSA: Non-Exempt

Reports To: Business Service Delivery/Account Manager

Approved By:

Revision Date:

Effective Date:

Position Description

The Business Service Representative is a reliable professional who is responsible for working closely with the business sales team and customers directly to provide excellent customer service with every interaction through the life of the member.

1. Principle Accountabilities

- 1.1. Excel in maintaining strong customer relationships by assisting the sales team with product and service delivery.
- 1.2. Ensure timely and accurate execution of all orders, paying attention to detail while utilizing ASTAC policies, procedures and practices.
- 1.3. Resolves or coordinates customer account concerns and discrepancies independently; knowledge of when to escalate incidents.
- 1.4. Work with various ASTAC employees to track pending orders; identify, resolve and eliminate potential problems with minimal customer impact.
- 1.5. Process payments, collections, payment arrangements and Non-Pay Disconnects.
- 1.6. Prepare correspondence and fulfill customer needs to ensue customer satisfaction.
- 1.7. Maintains customer records by updating account information in the appropriate systems.
- 1.8. Responds to business customers by addressing inquiries regarding products, services and billing.
- 1.9. Sustain professionalism with internal and external members while maintaining positive relationships
- 1.10. Perform routine customer account maintenance.
- 1.11. Coordinate equipment delivery and installation.
- 1.12. Must have the ability to prioritize, be adaptive to change and make accurate decisions.

2. Additional Responsibilities

- 2.1. Continually evaluate business processes and recommend improvements. Assist in training of other employees as directed.
- 2.2. Contribute towards the strategic goals of the company by participating in meetings, offering suggestions and following through on deployment of new services and products.



- 2.3. Demonstrate and promote featured products and services for seminars and other promotional event opportunities.
- 2.4. Travel to the North Slope villages for sales and promotional events as needed.

3. Knowledge, Skills, and Abilities

- 3.1. Knowledge of Interstate, Local & Intrastate tariffs.
- 3.2. Knowledge of business products and offerings.
- 3.3. Demonstrated knowledge of Internet and Wireless services and technology.
- 3.4. Proficient in working with personal computers, Internet applications and Microsoft Office Suite to include Word, Excel and Outlook.
- 3.5. High level of professionalism
- 3.6. Strong problem-solving skills.

4. Education and Experience Required

- 4.1. High school diploma or equivalency
- 4.2. An Associate degree in Business or a Business-related field
- 4.3. or five (5) or more years of experience in customer service, sales or a marketing related position.
- 4.4. Two (2) or more years of experience working with business accounts in the telecommunications industry.

5. Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager, and the Board of Directors retain the right to change this Position Guide at any time.

Employee	Date	Supervisor	Date
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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.



To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.