



Customer Experience Specialist

Department: Customer Experience

Location: Anchorage

FLSA: Non-Exempt

Reports To: Director of Customer Experience

Approved By: Jens Laipenieks

Revision Date: 09/05/19

Effective Date: 09/05/19

Position Description

The Customer Experience Specialist (CES) is responsible for supporting ASTAC's initiatives by providing excellence in service to all our past, current, and future members. This position is responsible for developing in depth knowledge for all products and services ASTAC provides to include Local, Long Distance, Wireless, Internet, and miscellaneous accessories or products supported by the company. A CES will be ASTAC's subject matter expert related to inbound and outbound sales, village sales event support, technical support, billing, retail & over the phone customer service, account maintenance, accounting support, and project support as needed

Principle Accountabilities

45% Sales – This position is responsible for assisting with reaching goals set by the company related to sales and revenue. This position will be assigned annual sales goals for all services and products supported by the company. This position will be responsible for identifying needs and opportunities during incoming and outgoing customer interactions and assuring ASTAC is providing support to our members in every way possible

30% Customer Service – In this role, the CES will be required to assist customers via the phone, in person at our retail location as needed, and on Sales events hosted in communities we serve. The CES will be the front line of communication for all our past, current, and future members; in addition to our internal customer base as needed. This role will be responsible for providing support to all members related to billing, technical support, account maintenance, product or service inquiries, and all other support related to a member's service or ASTAC experience

20% Project Support – Within this role, projects are assigned to support all functions related to the customer experience; these projects may include and are not limited to billing processes such as Non-Pay Disconnects, Collection Efforts, reporting, and audits. Other projects that may be assigned may include account clean up related tasks, quality control efforts and support, directory listing support, product launch support, and inventory support

5% Accounting Support – This position provides opportunities to learn basic accounting tasks to include GL assignment, ACH payment reconciliations, and GL balancing as needed. Accounting tasks vary and may grow as time progresses



Knowledge, Skills, and Abilities

Possess a basic knowledge of general accounting

Good verbal and written communication skills

Ability to work independently and in a team environment

Sales experience and the ability to take customer needs and translate them into sales are critical to the success of the person in this position

Demonstrate accuracy and attention to detail

Experience using spreadsheets and word processing

The ability to speak Inupiat preferred but not required

The physical demands of this position require standing, sitting, stooping, kneeling and walking, the ability to lift at least 50 pounds

The mental requirements of this position require the speech, hearing and visual ability includes reading, writing, spelling, and the ability to communicate clearly using the terminology of the telephone industry in the English language

Possess a valid driver's license

Travel

Travel to the North Slope villages we serve for sales and community events, including backfilling the retail store in Utqiagvik as required. Travel at a minimum of once a year, up to two weeks may be required

Education and Experience Required

An Associate of Arts, Bachelor of Arts or Bachelor of Science degree in business or 5 years customer service experience in telecommunications including wireless customer service is preferred

Measures of Performance

Customer Experience Specialists will have met expectations when:

Sales expectations are met or exceeded based on assigned goals

Customer records and service orders are entered accurately and processed within department expectations



All contact with customer is thorough and consistent with ASTAC values and mission while supporting the company's initiatives to include sales and excellent support

All assigned tasks are completed efficiently, accurately, and timely

Customers are communicated with in a professional and friendly manner

Representative has exhibited a solid understanding and knowledge base on products and services offered, and can successfully fulfill their role as a subject matter expert in all areas mentioned within this description

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

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.