

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



Quil Ceda Village
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JOB TITLE: Customer Service Representative II

DEPARTMENT: Tulalip Broadband Services

JOB DESCRIPTION: Present, demonstrate, and promote Internet, cable television and telephone services with the highest priority being customer satisfaction. You will provide “first contact” services by telephone, email or face-to-face, assisting customers with product and services offerings, billing questions, basic troubleshooting and general inquiries. You will process payments, prepare daily reconciliation sheets, perform document filing and distribute incoming mail and packages.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: Tulalip Broadband Billing Coordinator

EMPLOYEE SUPERVISES: N/A

EDUCATION:

- High School Diploma and/or GED equivalent required (Must be attached)

SKILLS:

- Must be able to type 25 wpm (Test required)
- Must be able to compose written correspondence (Test required)
- Must be able to perform 10-key operations (Test required)
- Must be able to perform basic math skills (Test required)
- Must have working knowledge of computer operations and MS Office (Word, Excel, Outlook, etc.)
- Must have knowledge of telephone etiquette and operations
- Must be able to recognize and maintain confidential information
- Must be highly organized and self-motivated
- Must be able to multi-task when working in a fast pace environment
- Must be able to efficiently and effectively communicate verbally and in writing
- Must be able to work independently as well as in a team environment

EXPERIENCE:

- Minimum two (2) years' experience providing excellent guest service
- Minimum two (2) years' experience cash handling experience
- Minimum two (2) years' experience clerical work experience
- Minimum two (2) years' experience billing software experience (Preferred)
- Minimum two (2) years' experience Point of Sales (POS) experience (Preferred)
- Minimum two (2) years' experience basic troubleshooting of technical equipment (Preferred)

OTHER REQUIREMENTS:

- Must have successful employment history and attendance with Tulalip Tribes and/or other employment entities. This includes no disciplinary action within one (1) year from the date of the application, and no involuntary dismissals within the last two (2) years from the date the application.
- Must be able to successfully pass a criminal background check
- Must be willing to participate in continued education opportunities as required or as necessary
- Must maintain a professional appearance and adhere to company dress code policy
- Must follow all policies and procedures

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer, routine paperwork and filing
- Stamina to sit, stand and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods on time on a regular basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis

SPECIFIC JOB PERFORMED:

- Greet guests and direct them to appropriate individual and/or department
- Provide information on business products and services to prospective customers
- Set up new accounts and maintain customer records in company Business and Operations Support System (GLDS and MACC)
- Process and schedule service requests
- Answers customer inquiries regarding service questions and general client concerns
- Update customer information in the customer service database during and after each call
- Help customers trouble shoot issues providing actionable tips to test and resolve the problem
- Solve minor technical difficulties to ensure that technical troubles are addressed quickly and efficiently
- Send technical documentation to customers as requested
- Verify billing charges and account information following CPNI standards
- Process cash, check and credit card payments
- Prepare daily reconciliation of cash drawer
- Maintain centralized filing system for customer accounts and reports
- Process incoming/outgoing mail

- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller
- Provide excellent service to all guests, customers, vendors and team members of all Tulalip Entities
- Other duties as deemed necessary

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.