

Job Title: Financial Services Specialist
Reports to: Director – Customer Operations

Reporting Location: Chester

General Summary:

Functions primarily as support or contact person for customers who are served by TruVista – telephone, internet, cable tv, wireless and security service. Handles customer relations, including problems with payment of bills, delinquent accounts, service orders, records of payment, adjustments, changes, and additions. Markets company services to customers. Records customer information in computer.

Essential Job Functions:

- Generate outbound calls to notify customers of balance owed
- Review Collections reports daily for contacting customers
- Handle inbound calls from customers wishing to make payment arrangements
- Set up effective and reasonable payment arrangements with customers
- Post lockbox payments as needed
- Contact wireless customers prior to services being suspended
- Manage write-off process
- Ensure that accounts are forwarded to the collection agency in a timely manner
- Give feedback to operations about ways to prevent future write-offs
- Update account information when possible
- Mention additional products and services when appropriate
- Talk with customers by phone or in person, receiving orders for connection, discontinuation, or change of service
- Accurately process cash and check payments for current and past-due bills by receiving payments, entering balances, and making deposits
- Complete contract forms, determine charges for service requested, collect deposits, prepare change of address records, and issue discontinuance orders
- Process delinquent accounts and deal with customers with delinquencies
- Market and solicit sale of new or additional services. Provide descriptions of services and prices, as appropriate
- Edit and post adjustments and corrections to customer billing or service ordered
- Refer complaints of service failures to designated departments for investigation and completion
- Investigate conditions preventing completion of service connection orders
- Perform all other related duties as assigned by management.

Knowledge, Skills, and Abilities:

- Knowledge of telecommunications technology, products and services
- Knowledge of company policies and procedures
- Knowledge of company products and services
- Knowledge of marketing and sales practices and principles
- Must be able to work accurately and rapidly with various office equipment such as personal computer, various software programs, telephone systems and business processes as well as a variety of clientele
- Skill in oral and written communication
- Skill in persuasion techniques

Knowledge, Skills, and Abilities (continued):

- *Above average communication skills are required. Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner. Must be able to explain situations to customers without either giving or taking offense.*
- *Ability to plan, organize and prioritize multiple work assignments- with frequent interruptions*
- *Ability to make sound decisions using information at hand. Must be able to work efficiently with limited supervision*
- Ability to effectively function as a team player.
- MUST maintain superior attendance and promptness.

Education and Experience:

- High school diploma or equivalent required; Associate’s degree in related field preferred. 1 – 3 years related experience and/or training; or equivalent combination of education and experience.

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 employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

*****Employment is contingent upon successfully completing pre-employment testing, a drug screen, and background investigation – to include driver history, if required.***