



## JOB POSTING

### **CUSTOMER CARE ASSOCIATE TRAINEE**

**COMPANY:** Sierra Telephone

**DEPARTMENT:** Customer Care

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Customer Care Supervisor or Customer Care Technical Support Supervisor

**LOCATION:** Oakhurst or Mariposa

**DEADLINE:** April 23, 2018

**HOURS:** Work schedule will be one of the following:

- Rotating shifts covering daytime, evening, overnight, weekend, and holiday hours. Overtime may be required as needed.
- Shifts covering midnight to 8:30 a.m., including weekends and holidays. Overtime may be required as needed.

**NUMBER OF POSITIONS TO BE FILLED:** Two

### **GENERAL SUMMARY**

This entry-level position is responsible to provide excellent service to customers by answering in-bound calls regarding products and services, responding to requests, and resolving product or service problems. This position assists customers in placing and receiving telephone calls and provides related services. All customer interactions must comply with industry regulations and established Company procedures for customer verification and documentation. Customer interactions will generally be limited to basic telephone, Internet, and technical-related topics.

### **ESSENTIAL JOB FUNCTIONS**

#### General Responsibilities

- ◆ Answer incoming phone calls in a friendly, professional manner.
- ◆ Maintain accurate records of all customer interactions and transactions by documenting information in customers' accounts.
- ◆ Understand and comply with industry regulations for telephone, television, Internet, and alarm services including Customer Proprietary Network Information (CPNI) procedures.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Sierra Tel Communications is always at-will.

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- ◆ Prepare for customer inquiries and requests by maintaining up-to-date knowledge of Company products, services, and procedures.
- ◆ Regular and predictable on-site attendance is an essential function of the job.

### Customer Care Responsibilities

- ◆ Assist customers in placing or receiving telephone calls.
- ◆ Provide customer callers with prompt, accurate local and National Directory Assistance information.
- ◆ Provide prompt, courteous, knowledgeable support for customers' basic inquiries and requests regarding telephone, video, alarm, and Internet services and billing. Research information and customer accounts as needed, and provide follow up in a timely manner.
- ◆ Process retail sales of telephone and Internet services including taking payments and making payment arrangements.

### **OTHER RELATED JOB FUNCTIONS**

- ◆ Refurbish used end-user equipment including telephones, modems, and other items. Follow established procedures for tracking and storing inventory.
- ◆ Assist in improving customer service quality by providing feedback regarding customer interactions, recommending process improvements, and identifying new product and service applications.
- ◆ Proactively identify and participate in educational opportunities in accordance with Company procedures.
- ◆ Perform other responsibilities and projects as requested.
- ◆ Perform other duties as needed.

### **QUALIFICATIONS**

#### Education and/or Experience

- ◆ High school diploma or General Education Degree (GED) preferred.
- ◆ One to three months related experience and/or training, or equivalent combination of education and experience.

#### Certificates, Licenses, Registrations

- ◆ Must have a valid Class C California driver's license with a minimum of three years of driving experience.
  - ~ Driving experience must have occurred after having passed a traffic laws and signs test.
  - ~ If relocating to California from another state or country, must have, at a minimum, a valid driver's license issued by the home state equivalent to a California Class C. The employee will be required to obtain a California driver's license within ten days.
  - ~ Must be insurable via the Company's standard auto insurance policy procedures.

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Knowledge, Skills, and Abilities

- ◆ Knowledge of
  - ~ Company policies, procedures, products, and services.
  - ~ Industry regulations related to telephone, Internet, television, and alarm services.
- ◆ Skill to
  - ~ Proficiently operate general office equipment including personal computer, fax machine, and telephone system.
  - ~ Proficiently use software programs including Microsoft Word, Excel, and Outlook, as well as basic Internet operations.
  - ~ Perform basic math calculations.
  - ~ Effectively communicate with customers and coworkers in English verbally and in writing.
  - ~ Proficiently read, write, use proper grammar, edit, and proofread.
  - ~ Plan and organize multiple tasks under deadline pressure.
  - ~ Analyze and solve problems related to specific job tasks.
  - ~ Use listening and coaching to facilitate positive outcomes of customer concerns.
- ◆ Ability to
  - ~ Adapt to changes in procedures and responsibilities.
  - ~ Learn and apply new information regarding Company products, services, and software applications.
  - ~ Project a professional image in conduct, attire, grooming, and manner of speech.
  - ~ Maintain the highest degree of confidentiality regarding customer and Company information.
  - ~ Work independently under supervision, and use available information to make independent decisions related to specific job duties.
  - ~ Maintain paperwork in a neat, organized manner.
  - ~ Calmly and professionally work with a variety of people and personalities.
  - ~ Attend to detail in all areas of work and maintain consistency of Company image.
  - ~ Follow instructions completely and accurately.
  - ~ Travel for Company business needs as required.
  - ~ Work assigned schedules including day, evening, overnight, weekend, and holiday hours.

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## PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	0 – 24%	25 – 49%	50 – 74%	75 – 100%
<b>Seeing:</b> must be able to read a computer screen and paper documents.				X
<b>Hearing:</b> must be able to hear well enough to communicate in person and over the telephone with customers, coworkers, and industry contacts.				X
<b>Standing/Walking</b>	X			
<b>Climbing/Stooping/Kneeling</b>	X			
<b>Lifting/Pulling/Pushing</b>	X			
<b>Fingering/Grasping/Feeling:</b> must be able to write, type, and use phone system.				X

- ◆ Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- ◆ Wearing a telephone headset is generally required.
- ◆ The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds.

## SAFETY COMPLIANCE

Safety is an integral part of our business and the responsibility for safety extends to every employee. Your responsibility toward safety at the workplace includes, but is not limited to:

- ◆ Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations.
- ◆ Use safe work practices while performing all duties.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ The position is normally indoors in a controlled office environment.
- ◆ The noise level in the work environment is usually moderate.
- ◆ Local travel may be required.

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## APPLICATION INSTRUCTIONS

Please complete the Application for Employment form below. Save the form on your computer and attach it to an email addressed to [Careers@sierratel.com](mailto:Careers@sierratel.com). (A link is provided on the Employment page next to the job title.) It is preferable to include a resume and cover letter with the application. For additional information call 559-642-0200.

Deadline to apply

April 23, 2018

<https://www.sierratel.com/employment>

This institution is an equal opportunity provider and employer.

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# APPLICATION FOR EMPLOYMENT

PLEASE COMPLETE THIS APPLICATION YOURSELF, GIVING ANSWERS TO THE QUESTIONS WHICH APPLY TO YOU.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Contact Telephone \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Home Telephone \_\_\_\_\_

How long have you lived at current address Years \_\_\_\_\_ Months \_\_\_\_\_ Have you previously worked for our company  Yes  No

Position applied for \_\_\_\_\_ Have you previously applied with our company  Yes  No

Email Address \_\_\_\_\_ Date available to start \_\_\_\_\_

Do you have any relatives currently employed by our company?  Yes  No Name \_\_\_\_\_

Do you wish to work:  Full Time;  Part time? If part time, hours or days \_\_\_\_\_

Have you ever held this position or done this kind of work before?  Yes  No

How did you hear about this position? \_\_\_\_\_

## Record of Employment

**PRESENT (OR MOST RECENT) EMPLOYER:** May we contact your present employer about this application? \_\_\_\_\_

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

### PREVIOUS EMPLOYER

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

**PREVIOUS EMPLOYER**

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

**If More Than Two Previous Employers, List Others Here**

Employment Dates From To	Company and City/State	Position or Type of Work	Reason for Leaving

**Education or Training Experience**

School	Name of School	City, State	Major Course or Subject	Did you Graduate? Degree?
High School				
College or University				

**Special Skills, Licenses, or Certifications**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Motor Vehicle Record**

Do you currently hold a valid Drivers License? <input type="checkbox"/> Yes <input type="checkbox"/> No State _____ Class _____	
License Number _____	Date Expires _____ Restrictions _____

**List three business/work references. Do not list relatives, your current supervisor, or previous supervisors.**

Name	Address, City, State	Relationship/Years Known	Phone/E-mail

**Have we missed something important?**

Please use the space below to inform us of any special activity, awards, or other information that may help us to understand your skills and abilities for this job.

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WE ARE AN EQUAL OPPORTUNITY EMPLOYER. It is the Company's policy (and required by state and federal law) to provide equal opportunity to all persons without regard to race, color, religion, sex, pregnancy, marital or domestic partner status, sexual orientation, gender identity or expression, age, ancestry, national origin, disability, genetic information, or medical condition, as defined in state and federal laws. This policy covers all aspects of employment, including, but not limited to, recruitment, selection, training, promotion, transfer, compensation, demotion, and termination. Persons denied employment based on above conditions may file a complaint with our Company and/or with state or federal authorities.

**APPLICANT’S STATEMENT**

I certify that the information in this application and any attachments are true and complete to the best of my knowledge, and I agree to have these statements verified by the Company. I understand that any misrepresentation or material omission may result in my failure to receive an offer or, if I am hired, in my termination.

I authorize my references and supervisors, and other representatives of any former employer to provide information concerning my previous employment, including responding to verbal or written inquiries from the Company or its affiliates regarding all my employment records, including, but not limited to, work performance, disciplinary records, reliability, reasons for terminating my employment, and any incidents of dishonesty, insubordination, violence, and/or unsafe, harmful or threatening behavior, including information based upon materials in my personnel files. I release all parties, including former employers and their representatives, and the Company, from any and all liability for damages that may result from the furnishing of such information, as well as from the use of or disclosure of such information by the Company or its agents.

I UNDERSTAND AND AGREE THAT MY EMPLOYMENT CAN BE TERMINATED AT WILL, WITH OR WITHOUT CAUSE, AND WITHOUT NOTICE, AT ANY TIME, EITHER AT MY OPTION OR AT THE OPTION OF THE COMPANY.

I understand that no representative of the Company or its affiliates, other than the President or Vice President Operations, has the authority to agree to the contrary. Further, the President or Vice President Operations may not alter the at-will nature of the employment unless done so specifically in writing, signed by both the President or Vice President Operations and me.

I understand that I am required to abide by all policies, rules and regulations of the employer.

I understand that all offers of employment are conditioned on my providing satisfactory proof of my identity and legal right to work in the United States.

I understand that in connection with the application process Sierra Telephone or Sierra Cellular may request information from a "Consumer Reporting Agency."

Applicant’s Name \_\_\_\_\_ Date \_\_\_\_\_  
(Print)

Applicant’s Signature \_\_\_\_\_

By checking this box, I acknowledge that I have carefully read and understand the above **Applicant’s Statement**. I expressly agree that this acknowledgement may be provided by electronic means pursuant to the Uniform Electronic Transactions act (UETA) for the Electronic Signatures in Global and National Commerce Act (E-SIGN).