



CUSTOMER EXPERIENCE SPECIALIST

Job Title: CES

Company: ACIRA, the employment group for Farmers Mutual Telephone Company and Federated Telephone has an immediate opening for a full-time Customer Experience Specialist (CES) in our Bellingham, Minnesota office. Work flexibility options may be considered for the right candidate. Farmers and Federated are both rural local and competitive exchange carriers serving nine (9) and nineteen (19) exchanges respectively. Exchanges include Appleton, Bellingham, Beardsley, Benson, Big Bend, Boyd, Cerro Gordo, Chokio-Alberta, Clinton, Correll, Danvers, Dawson, Graceville, Hancock, Holloway, Kerkhoven, Madison, Marietta, Milan, Montevideo, Morris, Murdock, Odessa, Ortonville, Pennock, Sunburg and West Marietta.

Essential job functions may include, but not limited to:

- be comfortable answering phones and making calls, answer customer questions pertaining to services and billing, and trouble reports
- promotes the sale and use of company equipment and services by implementing adopted marketing plans and strategies
- responsible for daily cash transactions including counting cash, preparing daily bank deposits, cash receipts, making refund deposits, ACH payments and taking credit card payments over the phone
- verify accuracy of billing and payments, perform month end billings and bill cuts
- understand and explain Capital Credit system to patrons
- process application forms for new customers
- perform clerical duties, ability to work independently, pay close attention to detail, make sound decisions, and effectively function as a team player with a positive attitude
- communicate effectively with customers, co-workers, and various business contacts in a professional and courteous manner
- troubleshoot service issues and trouble reports, close service orders, provision services for CMS, NOC and switch, including setting up voice mail and porting numbers, etc.
- performing various switch functions and digital loop carrier functions
- assign, coordinate and monitor trouble tickets, service orders, work orders and locate requests on a daily basis, and maintains trouble log and daily trouble tickets
- check for accuracy and clear all completed service orders, trouble tickets and locates
- maintain, update, and keep clear and accurate all computerized subscriber plant records and maps
- complete timesheets and charge out/inventory forms on a daily basis
- work with inventory and purchasing employee to maintain accurate records. Also responsible to help coordinate shipping and tracking of equipment in need of repair
- able to lift up to 50 lbs.

Qualifications/Experience:

A high school education or GED equivalent; plus, one year of experience in clerical, customer service, dispatching and/or marketing operations. Previous experience in telecommunications is preferred. Applicants must possess strong computer, record keeping and communication skills. Multi-tasking skills are a must.

Benefits:

ACIRA offers a competitive compensation package and benefits.

Contact:

Cover letters and resumes from qualified candidates should be submitted to the following address by **Tuesday, June 1, 2021.**

Kevin Beyer, General Manager
ACIRA
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