



Consolidated Business Services (CBS) has an opening for a full time Member Services Representative, working in the **Scio Mutual Telephone Cooperative (SMTA) service area.**

Scio Mutual Telephone Cooperative (SMTA) was established in 1904 with a service area of 100 square miles located in the foothills of the Cascades. SMTA provides internet, security, and communications services to approximately 1600 members over a 100% underground fiber to the home network.

The primary purpose of this position is: The Member Services Representative, process all member related inquiries and requests for multiple companies regarding Telephone and Broadband. **JOB DUTIES AND RESPONSIBILITIES:**

- Required to rotate to multiple companies as needed for coverage in a scheduled pattern.
- Responds to member inquiries by phone, email, or in person on services offered by multiple companies. Provides information on each company rate policies and procedures.
- Gains understanding of billing codes and appropriate application.
- Delivers product recommendations utilizing a consultative manner to assess member needs and makes product recommendations using consultation and relationship building techniques while referencing technology solutions to assess available services at an address.
- Protect CPNI information by authorizing every member contact.
- Responsible for service order generation; coordinates and schedules installation appointments.
- Accurately responds to billing inquiries and disputes while utilizing problem solving skills as well as established guidelines to issue credits or create payment arrangements.
- Performs basic troubleshooting for telephone, internet services and logs trouble tickets as needed.
- Cash handling of payments received over the counter, through drop box and mail.
- Meets individual and monthly team goals and objectives.
- Back-up, as needed for walk in inquiries.
- Competently and confidently responds to billing inquiries.
- Supports company culture initiatives.
- Performs other job duties and responsibilities as required to fulfill job functions.

QUALIFICATIONS:

- At least one year of previous customer service experience preferred.
- High school diploma or equivalent.
- Must enjoy working with the public and be able to conduct business in a calm and professional manner.
- Must be detail oriented.
- Excellent listening and communication skills, both written and verbal.
- Ability to confidently sell products and services.
- Bi-lingual in Spanish is a plus but not required.
- Previous experience in the telecommunication industry and or utility company preferred.

We are a drug free company and offer a generous benefits package. Applicants must possess and maintain a valid Oregon driver's license and a clean driving record.



Consolidated Business Services provides efficient and economical outsourced partnerships for telecommunications operations, to create a shared resource model that is more cost effective. For more information about us, please visit <http://cbsoregon.com/>

If you are a qualified candidate, share our values and would like to join our team please submit your resume by email to jobs@cbsoregon.com or fax 503-263-9399.