



JOB DESCRIPTION

Job Title: Resource Center Specialist
Department: Operations
Reports To: Technical Assistance Center (TAC) Supervisor

FLSA Status: Non-exempt
Represented by the Association: Yes

Job Summary: This position receives and processes customer calls and service orders, troubles issues, proactive maintenance, and splicing/cutover activities. This position will also provision, through manual entry in the switch and verify auto provision on wire line services in the ILEC and CLEC markets. Will also coordinate cutovers, compile reports, verify entries, and coordinate Local Number Portability (LNP).

Essential Job Duties and Responsibilities:

- Receive trouble calls from customers; input all information on trouble tickets. Follow up with customers as required.
- Manual provision switch and verify auto provision completed all service orders. Follow up with customers once service / upgrade has been completed.
- Submit Directory orders through DLIS and submit orders through the LNP system. Coordinate through 3rd party vendors as necessary for conversions of customer facilities and coordinating repair with 3rd party vendors on trouble tickets associated with their facilities.
- Provide, track, verify, and read pertinent reports such as Trouble Tickets, Proper Coding of tickets, etc. Work with other employees and departments to assure customer needs are fulfilled and service quality measurements are achieved.

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - company policies, procedures, products and services.
 - general office practices and procedures.
 - professional telephone skills.
 - time management and organizational skills.
- Skill to:
 - gather and report numerical data and produce statistical reports.
 - operate various office equipment such as a computer, computer software, copy machine, fax machine and multi-line telephone.
- Ability to:
 - work independently and within a team.
 - think analytically and be a problem solver.
 - pay close attention to detail.

- communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- work effectively with the entire Blackfoot team to ensure customer expectations are met and exceeded at all times.
- work completely and accurately under time constraints and deadlines.
- multi-task and overcome regular interruptions.
- provide excellent customer service.
- work in a safe and effective manner.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:

High School diploma or equivalent, with some training/education in customer service and/or education in the telecommunications industry; 1 to 2 years of experience in customer service, with preference in the telecommunications industry.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				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/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Employee Acknowledgement

Date

Effective Date: June 1. 2017