



## **Gila River Telecommunications, Inc.**

<b>Position Title:</b>	Business Account Representative
<b>Exempt Status:</b>	Non-Exempt
<b>Department:</b>	Customer Service (Business Accounts)
<b>Reports To:</b>	Customer Service and Marketing Manager

### **Job Summary:**

The Business Account Representative provides customer service and sales for business and government accounts at Gila River Telecommunications, Inc. (GRTI), an Incumbent Local Exchange Carrier (ILEC) serving the Gila River Indian Community in the Maricopa and Pinal County area. The Business Account Representative coordinates services both internally and externally, and interfaces with customers to support the sales process.

The Business Account Representative reports directly to the Customer Service and Marketing Manager.

### **Job Description Duties:**

- Provides customer service and sales for business and government accounts.
- Assists customers with billing inquiries on the telephone, in the business office or in person.
- Provides quotations for a variety of products and services.
- Completes service orders for various products and services including; Voice, features, Ethernet, DSL, Internet, T1 and other products as requested.
- Serves as a primary point of contact for all business and government accounts.
- Assists customers with product training, as requested.
- Inputs complete and accurate information into various computer files.
- Enters billing elements and provide to Accounting for final review.
- Sends appropriate literature to customers as required.
- Provides friendly, courteous, and professional assistance to all customers.
- On occasion, records posting of customer payments and generates applicable system reports.
- Generates trouble tickets as requested by customers or staff.
- Provides backup customer service support for all other customers.
- Other duties as assigned.
- Functions as the project manager to ensure the job is completed in line with service orders; provide project management support to the Subsidiaries.
- Communicates with internal and external customers and the general public; provide quality service and public relations.
- On occasion, communicates with vendors (i.e. provide support to Alluvion's vendor/PBX systems).
- Provides support to GRTI and its subsidiaries for the LNP porting process.
- Shares and listens to ideas, keeps commitments, and addresses problems and issues constructively.

- Ensures GRTI Employee Handbook is understood and followed in a consistent and respectful manner.

**Note:** This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor.

## **SKILLS AND COMPETENCIES**

- Must be able to converse with business customers regarding telecommunications products and services that include, but are not limited to T-1, PRI, DSL, 1FB, Ethernet, Toll and others.
- Ability to interact with the public and staff in a professional and courteous fashion.
- Understanding of company products and services.
- General knowledge of cash transactions and related accounting procedures.
- Strong computer proficiency (i.e. Mapcom, MACC and Microsoft Office Suite, Visio, Adobe Acrobat) and calculator skills.
- Possess good oral and written communication skills.
- Ability to work with frequent interruptions while paying close attention to detail.
- Must have a positive attitude and has the ability to work with a variety of personalities, ages, cultures, and styles.
- Maintain complete confidentiality of company and subscriber records and financial information.
- Work under close supervision or independently as required.
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Effectively function as a team player.
- Ability to research issues and resolve them.
- Highly organized with special attention to accuracy and deadlines.
- Good basic math, listening, verbal and written communication skills.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Exercise judgment and decision making; consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Understand the implications of new information for both current and future problem-solving and decision-making.
- Maintain strict confidentiality guidelines in accordance with company policy.
- Able and willing to continue business skill development.
- Work and contribute successfully within a culturally diverse work environment.
- Consistently demonstrate high degree of integrity, honesty and accuracy.

## **EDUCATION AND EXPERIENCE**

High School Diploma (or GED/High School Equivalence Certificate) is required. Bachelor's degree in marketing, sales or business is preferred.

Three to five years' experience in telecommunications, working directly with business customers is preferred. Experience in customer service, computers, and cashiering is desired.

Must possess:

- Strong customer service skills
- Proficiency in computer skills
- Strong verbal and written communications

Note: Any equivalent combination of education, training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

## **ESSENTIAL JOB FUNCTIONS**

The physical demands 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.

- Must be able to use hands, sit, lift up to 20 lbs., stoop, bend, reach with hands/arms
- Must be able to sit for extended periods of time.
- Must be able to work in non-air conditioned settings and outside in 100 degree plus temperatures.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to distinguish colors.
- Must be able to perform and complete multiple tasks

## **EQUIPMENT USED**

Telephone; FAX, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e. mouse, keyboard; Microsoft Suite, Tablets, Wireless devices, Etc.

## **ADDITIONAL REQUIREMENTS**

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

**Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.**