



Gila River Telecommunications, Inc.

Position Title: Customer Service Representative
Exempt Status: Non-Exempt
Department: Customer Service
Reports To: Customer Service Supervisor

Job Summary:

The Customer Service Representative (CSR) interacts with GRTI and subsidiary customers, as well as business clients, to provide information in response to inquiries about products and services and handling and resolving complaints.

The CSR is also responsible for handling and routing customer inquiries and support issues related to the Business Services division of GRTI and its subsidiaries, including Alluvion Communications, Gila River Broadcasting, Digital Connect Initiative (DCI), and Native Technology Systems (NTS). This includes maintaining a general understanding of each entity's mission, services, and key points of contact to ensure proper communication, coordination, and customer service delivery across all organizations.

The Customer Service Representative reports directly to the Customer Service Supervisor.

Job Description Duties:

- Assist customers with billing inquiries on the telephone, in the business office, and during District Days by accessing information from a computerized billing system and other reference material.
- Take, prepare, input and generate complete orders for service including voice, features, DSL, wireless, and other products as requested.
- Generate service orders according to customer applications.
- Scan and input complete and accurate information into various computer files, scan customer applications into system.
- Promote various products and services offered by the company.
- Assists customers on how to use products and features.
- Make payment arrangements.
- Send appropriate literature to customers as required.
- Prepare labels or other materials, as needed, for residential clients.
- Provide friendly, courteous, and professional assistance to all customers.
- Accept payments from customers (i.e., credit cards, cash, check and money orders)
- Maintain a Cash Drawer on an as-scheduled basis.
- Record posting of all customer payments.
- Works closely with Accounting staff on accounts receivable and billing information.
- Greet visitors and vendors, answer questions and route general incoming phone calls, as needed.
- Generate trouble tickets for phone and internet service as requested by customers, and by staff members, on occasion.
- Support both residential and business customers by identifying, documenting, and escalating service or technical concerns to the appropriate internal teams or subsidiary contacts.

- Maintain a basic working knowledge of GRTI and subsidiary operations, including Alluvion Communications, Gila River Broadcasting, DCI, and NTS, and understand how they align with GRTI's mission and customer experience standards.
- Be knowledgeable of "red flag" rules and report any violation to proper authority.
- Share and listen to ideas, keep commitments, and address problems and issues constructively.
- Ensure 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:

- Ability to interact with the public, business clients, and staff in a professional and courteous manner.
- Good understanding of company products, services, and general knowledge of GRTI subsidiaries and their service areas.
- Basic knowledge of cash transactions and related accounting procedures.
- Basic computer (Microsoft Office Suite) and calculator skills.
- Work under close supervision or independently as required.
- Ability to work with frequent interruptions while paying close attention to accuracy and detail.
- Must have a positive attitude and the ability to work with a variety of personalities, ages, cultures, and styles.
- Maintain complete confidentiality of company and subscriber records, and financial information.
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Effectively communicate with co-workers, business contacts, and subsidiary representatives 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 details and deadlines.
- Good basic math, listening, verbal and written communications skills.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Exercise judgment and decision making to determine appropriate actions.
- Understand implications of new information for problem-solving and decision-making.
- Maintain confidentiality guidelines per company policy.
- Able and willing to continue business skill development.
- Work and contribute successfully within a culturally diverse work environment.
- Consistently demonstrate integrity, honesty, and accuracy.

Education and Experience:

High School Diploma (or GED or High School Equivalence Certificate) is required. Coursework in business or administrative skills is desired.

One to two years of experience in general clerical functions and customer service is preferred. Experience in telecommunications, computer, bookkeeping, and cashiering is desirable.

Equipment used:

Telephone, fax, calculator, computer, monitor, printer, hardware and software packages, computer peripherals (mouse, keyboard), Microsoft Suite, MACC Billing software, and scanner.

Additional requirements:

- Must provide a 39-month driving record; position requires insurability under GRTI insurance requirements.
- Must pass a pre-employment drug and alcohol test and background check.

Employment Policy:

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 Indian Community Members, other Indians, and non-Indian spouses of officially enrollment 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.