



HUMAN RESOURCES DEPARTMENT

City of Burlington
179 South Winooski Avenue, Burlington, VT 05401

Voice (802) 865-7145
Fax (802) 864-1777
Vermont Relay 711 or 800-253-0191

Customer Service Representative Burlington Telecom

POSTING DATE: August 20, 2013

DEADLINE TO APPLY: September 3, 2013

RATE OF PAY: \$18.74/hr

POSITION STATUS: Limited Service Full Time

EXEMPT/NON-EXEMPT: Non-Exempt

CLASSIFICATION GRADE: BT 1

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for providing superior service to Burlington Telecom customers including outbound sales. In addition, this position will participate in and track the work order flow through internal and external systems.

Essential Job Functions:

- Receives incoming customer calls and handles/distributes them accordingly.
- Enters customer information into various internal systems.
- Tracks order flow to ensure timely completion of orders.
- Performs service order provisioning through multiple user interfaces of the following types:
 - Local number portability provisioning.
 - Number Portability Administration Center processing.
 - 911 data entry.
 - Directory Listings processing.
 - Local Service request/access service request provisioning.
 - Switch provisioning.
 - Video provisioning.
 - Line Data Base/Calling Name Services entry.
- Utilizes other systems and interfaces as needed.
- Processes customer payments.
- Participates in cross selling/ up selling of product lines.
- Receives, directs and or performs basic troubleshooting functions.
- Assists in compilation of data for reports.
- Attends trainings as directed.

Qualifications/Basic Job Requirements:

- Two years of customer service experience in a similar setting serving a broad range of customers required.
- High School Diploma or equivalent required
- A general knowledge of telecommunications technologies preferred.
- Familiarity with the Verizon LNP, E911 and ASR/LSR systems preferred.
- PC Proficiency (Microsoft Office Products) as well as experience in database operation.
- Familiarity with Telecommunications Industry policies and procedures required.
- Ability to communicate effectively orally and in writing.
- Excellent interpersonal skills required.
- Must be able to work independently and as part of the customer service team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Must be able to work nights, weekends and holidays
- Position may require overtime.

The City of Burlington does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, or disability in employment or the provision of services. Submit City of Burlington Application, Cover Letter and Resume to: Human Resources Department, 179 South Winooski Avenue, Burlington, Vermont 05401. Available in alternative formats for persons with disabilities. For disability access information, or to request an application, contact Human Resources at (802)865-7145). Visit our Web site:

www.burlingtonvt.gov/HR.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE