

Customer Advocate

Position Title: Customer Advocate	Department: Inside Office
Reports To: Customer Experience Supervisor	FLSA Status: Non-Exempt

General Summary:

The Customer Advocate position is the face and voice of Venture Communications and will be able to communicate easily with customers and coworkers. This position will be trained in Venture products and offerings as well as industry standards. The Customer Advocate will accept the initial customer inquiry about services, billing and or trouble and will then advocate for the customer throughout the Venture support system.

Essential Job Functions:

- Promotes and supports Venture Communications services.
- Customer satisfaction for all services provided must be strived for.
- Accepts initial customer inquiries in person, by phone, or other electronic means.
- Answers the phone for service and trouble calls and tries to alleviate troubles without escalation.
- Works directly with network operations, and our technical support groups to resolve customer issues.
- Schedules customer request tickets for IR staff responses.
- Educate customers on the use of Venture products and inquiries on available offerings.
- Initiate new and existing customer orders using current processes and procedures.
- Works in fast paced customer service environment dealing efficiently and tactfully in assisting customers with service and billing questions, concerns, and issues.
- Keep up to date with all company policy's, available offerings, and applicable software changes.
- Performs all other related duties as assigned by management. *

*These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of computer, iOS, and Android operating systems.
- Knowledge of browsers, search procedures, search engines and applications valuable.
- Skill in problem solving and resolution.
- Ability to organize and prioritize multiple work assignments.
- Ability to work as an individual but also as an effective team member.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Skill in operating various electronic equipment including smart phones, smart tv’s, personal computers, residential routers, etc.
- Ability to communicate with co-workers and various residential and business contacts in a professional, courteous, and efficient manner.
- Ability to pay close attention to detail.
- Ability to interact well with other people.

Education and Experience:

High school diploma or equivalent.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions:

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.