



## **Member Services Representative (Full-Time):**

Local Telephone Company located in Oregon City is seeking a Member Services Representative. This position is involved in all aspects of customer relations; from the initial contact to assisting with inquiries and problems in service, billing, nonpayment and final disconnection of an account. It is a full-time permanent position (40hrs), 8:30am-5:30pm. This is an hourly, plus commission position.

### **Responsibilities include:**

1. Assists with customer relations and sales; provides information on the cooperative and rate policies; responds to customer inquiries on services offered by the company.
2. Accept applications for service, and coordinates installation and disconnect orders for Telephone, Cable Television, Broadband, Wireless, and Long Distance.
3. Receives payments over the counter, by telephone and through the mail. Maintains cash drawer by balancing cash and credit card payments. Prepares cash for deposit and posts payments.
4. Covers drop box and front desk as needed.
5. Maintains punctual, regular and predictable attendance.
6. Works collaboratively in a team environment with a spirit of cooperation.
7. Represent the company at various company sponsored events.
8. Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with customers and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.

### **Qualifications:**

1. High school diploma.
2. Minimum of two years face to face customer service.
3. Strong work ethic, sense of responsibility.
4. Self-starter, efficient and detailed.
5. Excellent problem solving ability.
6. Good decision making skills.
7. Cash handling experience.
8. Strong oral and written communication skills.
9. Proficient with Microsoft Office programs, preferred.

We are a drug free company and offer a generous benefits package. If you are a qualified candidate and would like to join the BCT team, **please submit your resume by email to Human Resources at [Sdale@bctelco.com](mailto:Sdale@bctelco.com) or fax: 503-263-9399.**