



Position Title: Customer Service Representative

Department: Customer Service

Reports to: Customer Service Supervisor

Position Summary:

Assisting customers with inquiries, processing service requests, resolving issues, and ensuring a positive customer experience while supporting Horizons' high-speed internet and telephone products. The customer service representative will ensure that first-class customer service is delivered for every customer and future customer.

Primary Responsibilities:

- Respond and answer customer inquiries via phone, email, chat, or in person
- Address questions and resolve issues in a timely and efficient manner
- Process service requests, changes, upgrades, downgrades, and cancellations
- Recommend products, plans, and promotions that meet customers' needs
- Maintain accurate and organized records of customer interactions
- Collaborate and work with other departments to create an efficient and cohesive workflow
- Work with department supervisor to ensure satisfactory end-to-end customer service
- Stay current with applicable changes in regulatory, administrative, and office policies
- Compile state, federal, or any institutional reporting as assigned by the management team
- Any other duties as assigned by supervisor

Qualifications and Skills:

- 2-4 years of verifiable and successful customer service. Telecommunications experience is preferred but not required
- Communicate effectively and have strong communication skills, using both verbal and written formats.
- Must possess strong working knowledge of computer applications, telephone systems, billing platforms and other office technologies
- The position requires punctuality and attention to detail.
- Provide diplomatic and courteous service to our members and employees
- Experience in understanding billing operations and conveying information to customers

South Plains Telephone Cooperative, Inc., dba Horizons Communications, has proudly served its members since 1948. We offer a competitive salary and excellent benefits.