



Sherwood Mutual Telephone Association, Inc.

105 W. Vine St. | P.O. Box 4572

Sherwood, OH 43556

Phone (419) 899-2121 | Fax (419) 899-4567

Customer Service Representative

Our Customer Service Representative has an intimate knowledge of their customers' needs. They must be able to handle multiple tasks and have excellent communication skills, both written and in speech. They must have a "thick skin" and be able to handle complaints, even when handling unpleasant customers. Computer literacy, problem solving abilities and excellent interpersonal skills are necessary.

PRIMARY RESPONSIBILITIES

- Answer phones and respond to customer requests.
- Sells and signs new customers up for various services.
- Handles billing issues including investigating problems regarding billing issues and making decisions about resolution options. Processes customer payments.
- Enters relevant customer data in proper logs and databases, including billing information and new account information.

Please send your resume to: SMTA, PO Box 4572, Sherwood, OH 43556, drop off at our office 105 W Vine St., Sherwood, OH 43556 or email to: info@smta.cc.