

Customer Support Representative, Member Services Team

Job Profile and Description

This position requires an individual who is a proactive, confident, focused, and persuasive. The successful candidate must be enthusiastic, customer-focused, and self-motivated. Primary responsibilities include interacting with districts and vendors on behalf of KEDC to provide information and respond to customer concerns.



Duties and Responsibilities

- Contact Person for KPC Catalog/Price List and Store Shelf Vendors
 - Manage large volume of calls and emails
 - Identify and assess customers' needs to achieve satisfaction
 - Build sustainable relationships of trust through open and interactive communication
 - Provide accurate, valid and complete information by using the right methods/tools
 - Handle complaints, provide appropriate solutions and alternatives; follow up to ensure resolution
 - Keep records of customer interactions, process customer accounts and file documents
 - Follow communication procedures, guidelines and policies
- Collection of Past Due Accounts Receivables
 - Monitoring accounts to identify overdue payments
 - Investigate historical data for each debt or bill
 - Find and contact clients to ask about their overdue payments
 - Take actions to encourage timely debt payments
 - Process payments and refunds
 - Resolve billing and customer credit issues
 - Update account status records and collection efforts
 - Report on collection activity and accounts receivable status
- Clear Checks Monthly for Bank Statement Reconciliation
 - Clear checks in Munis and print reports needed for statement reconciliation
- Backup for Receptionist as needed for telephone duty and bank deposits
 - Fill in on an "as needed" basis to answer phones and verify bank deposit
- Participate in meetings and activities as required.
- Other duties as assigned.

Skills and Qualifications

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of principles and processes for providing customer service.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar in order to communicate effectively orally and in writing.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Actively look for ways to help people.
- Persuade others to change their minds or behavior in an appropriate and ethical manner.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Be aware of others' reactions and understand why they react as they do.

- Negotiate with others to try and reconcile differences.
- Patience and ability to manage stress
- Skilled in negotiation
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- Excellent communication skills (written and oral)
- Skilled in negotiation
- Problem-solving skills
- Accuracy and attention to detail
- Aptitude for numbers
- Well organized

Education and Experience

High School Diploma or Equivalent Required, Bachelor's Degree Preferred

Compensation

Commensurate with experience

Please forward resume and cover letter to:

Customer Service Representative

C/O KEDC

904 Rose Road

Ashland, KY 41102