



POSITION DESCRIPTION

Position Title: Customer Service Representative

Role Status: Full Time / Non Exempt

Location: Nu'uuli, Am. Samoa

Reports to: Customer Service Manager

Business Unit: Customer Service Center

Date: September 2021

Position Summary:

Answer incoming phone calls and respond to general customer inquiries, orders, billing/invoice questions, customer complaints, troubleshoot problems and provide information about Bluesky products, services and promotions. Perform and complete other call center related tasks as assigned.

Key Accountabilities and Results Areas (to be discussed with Manager)

Major Responsibilities

- Answer incoming calls professionally from customers for residential, business and government listings, answer inquiries and questions about Bluesky products, services and promotions
- Provide prompt and courteous service to in person visitors, customers or guests
- Research and resolve billing issues
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommend potential products or services to customers by collecting customer information and analyzing customer needs
- Assist with placing local and long-distance calls
- First line of contact on fault inquiries – apply first tier trouble shooting and attempt to resolve at first contact. After exhausting all trouble shooting measures, log and create trouble tickets with relevant information every time a customer fault needs to be escalated to the applicable Bluesky service technicians to respond
- Responds to customers requests for international enquiries
- Transfer customer calls to appropriate Bluesky staff
- Contribute to team effort by accomplishing related results as needed

Key Stakeholder Relationships

Internal Stakeholders:	<ul style="list-style-type: none">• Commercial Teams but not limited to Retail, Sales, Vendor and Marketing• Technical Support Staff• General Administrative Staff (Finance, HR, Administration)
External Stakeholders:	<ul style="list-style-type: none">• Bluesky Customers• Non-Bluesky Customers• Business Community of American Samoa (including suppliers and vendors)• American Samoa Government – employees, representatives from all three branches of government•

Key Requirements and Competencies

Qualifications/ Experience:	<ul style="list-style-type: none">• Associates degree or minimum of high school diploma with 2+ years in customer service• Minimum of one or more years of call center or customer service experience
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<p>Knowledge/ Skills /Ability:</p>	<ul style="list-style-type: none"> • Knowledge and experience using the latest technology and/or mobile devices • Flexibility to work various shifts which include evenings, holidays, and weekends (Monday to Sunday) • Active listening, problem solving, customer service orientation, and organizational skills • Attention to detail, initiative, good judgment, adaptability to changing work environment, teamwork, stress tolerance and resilience • Ability to independently analyze situations and problems, identify issues and make effective decisions or recommendations within established procedures. Ability to communicate sound judgment and respond quickly to sensitive and urgent situations • Proven ability to work efficiently in a busy, service-oriented office atmosphere with frequent interruptions, varied work assignments, and fluctuating priorities while meeting deadlines. • Ability to work with other staff personnel in a positive, team-oriented manner. • Excellent interpersonal skills including tact, confidentiality, diplomacy, and flexibility; excellent telephone manner in handling a variety of calls. • Proven communication skills, verbal and written, including knowledge of correct English grammar, spelling, punctuation, and usage, with ability to compose letters and memoranda utilizing appropriate formats and styles, while proofing work to ensure accuracy of grammar, punctuation, and spelling. • Preferably Bi-lingual - ability to communicate verbally and written in native Samoan language. • Ability to fully analyze assignments, to gather data and information, and to work with tact and diplomacy with all members of the campus community. • Proven ability in data entry, database-work order management, word processing, Microsoft Office programs. • Ability to input a high volume of complex data accurately and within pre-established deadlines. Ability to manipulate the data base to analyze data and produce requested reports. • Possess professional work habits, demeanor, attention to detail, punctuality and regularity of attendance.
<p>Organisational Competencies:</p>	<ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests in a timely manner and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences. • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Telecom to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.



	<ul style="list-style-type: none"> • Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving individual results and department team results.
	<ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

Business Compliance:	<ul style="list-style-type: none"> • Ensure a sound understanding and demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
Health and Safety:	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Purpose, Values, & Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> • Customer first • Team work • Integrity • Passion • Positive attitude and smile! 	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>