



# 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 2017

**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.

## Major Responsibilities

- Answer incoming calls professionally from customers for residential, business and government listings, answer inquiries and questions about Bluesky products, services and promotions
- 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; confirm valid dialing pattern and how to dial long distance international or global destinations
- 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 staff or supervisor
- Contribute to team effort by accomplishing related results as needed
- Other duties as assigned

## Key Accountabilities and Results Areas

<b>Key Results Area:</b>	<p><b>Bluesky is recognised as providing consistently high levels of telephone based and on-line customer support across all product and service lines</b></p> <ul style="list-style-type: none"> <li>• Is friendly, courteous and helpful to customers at all times.</li> <li>• Is proactive in providing customers with correct information, advice and suggestions in such a way as to influence them to use Bluesky's products and services.</li> <li>• Is highly responsive in responding to customers and communicates clearly and concisely at all times.</li> <li>• Takes responsibility for resolving customer queries and ensuring customers complaints are responded to in a timely manner.</li> <li>• Earn a WOW at least once a month throughout the year</li> </ul>
	<p><b>Our Customers receive the highest level of customer service resulting in overall growth in revenue</b></p> <ul style="list-style-type: none"> <li>• Champion the team's effort through optimising existing customer relationships to increase the uptake of products and services.</li> <li>• Acts as a role model to the Customer Service staff in providing friendly, courteous and helpful service to our Customers (both external and internal).</li> </ul>



	<ul style="list-style-type: none"> <li>• Keeps up to date with the range of BLUESKY's products and services and looks for opportunities to promote these to customers.</li> <li>• Takes responsibility for keeping up to date with the full range of Bluesky's products and services and is proactive in seeking opportunities to promote these to telephone and on-line customers.</li> </ul>
	<p><b>The Customer Service Department becomes a centre of excellence as measured by customer feedback and agreed service standards having been consistently achieved or exceeded</b></p> <ul style="list-style-type: none"> <li>• Meets all performance targets for call answering, call processing times, call completions and traffic service flows.</li> <li>• Satisfactorily answer not less than 10% of calls processed per month</li> <li>• Maintain 2% or less abandoned calls monthly</li> <li>• Answer 95% of calls routed to queue within 30 seconds</li> <li>• RFC - Resolve 90% of general customer issues received directly at first contact</li> <li>• Maintain minimal average for call duration of 2 to 5 minutes per month</li> <li>• Assists the Customer Service Supervisor to ensure product and service goals are met or exceeded through developing ideas and making recommendations.</li> <li>• Is always well groomed and wears the Bluesky uniform with pride.</li> <li>• Ensures the Customer service center is clean and tidy at all times.</li> <li>• Analyses monthly customer service related reports for the Customer Service e.g. analysis of customer calls, customer complaints to identify opportunities for improvements.</li> </ul>
<p><b>Key Results Area:</b></p>	<p><b>Is available to provide our customers excellent service</b></p> <ul style="list-style-type: none"> <li>• Adherence to work schedule; being available to provide service to our customers (percentage of days worked in accordance to schedule and number of days lost due to being absent)</li> <li>• Strive to attain a 0% tardiness rate for reporting to work as scheduled</li> <li>• Attend not less than 6 department trainings and meetings within 12-month period</li> <li>• Responds to customer queries and requests in a proactive manner.</li> <li>• If necessary, refers the customer to another Bluesky person to solve their problems or to identify appropriate solutions.</li> <li>• Follows up on customer issues and complaints, using judgement to resolve customer concerns quickly and efficiently.</li> </ul>
<p><b>Key Results Area:</b></p>	<p><b>Contributes to projects coordinated by either Customer Service or other related commercial management team to improve the customer experience</b></p> <ul style="list-style-type: none"> <li>• Contributes to the development and implementation of strategies to create efficiencies in CSC processes to better manager customer calls and queries.</li> <li>• Works with the Supervisor of the Customer Service to identify opportunities for achieving cost savings and efficiencies in the Customer Service.</li> <li>• Communicate new product and service opportunities, special developments, information or feedback gathered through field activity to appropriate staff.</li> <li>• Assists in the implementation of outbound phone sales campaigns.</li> <li>• Assists the Customer Service Supervisor to promote and support the implementation of new products and/or service offerings.</li> <li>• Develops co-operative working relationships with other members of the Bluesky team.</li> <li>• Submit daily recap when due per shift assigned</li> <li>• Complete all reports and assignment on date due</li> </ul>



	<ul style="list-style-type: none"> <li>• Complete tickets owned within 24-48 hours</li> </ul>
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## Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"> <li>• CSC reps – members of the team within department</li> <li>• All frontline co-workers which includes but not limited to Retail, Sales, Vendor and Marketing reps</li> <li>• Technical Support Staff</li> <li>• General &amp; Administrative Staff (Finance, HR, BPM)</li> </ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Bluesky Customers</li> <li>• Non-Bluesky Customers</li> <li>• Business Community of American Samoa (including suppliers and vendors)</li> <li>• American Samoa Government – employees, representatives from all three branches of government</li> <li>• Bluesky Group Companies</li> </ul>

## Key Requirements and Competencies

<b>Qualifications/ Experience:</b>	<ul style="list-style-type: none"> <li>• Associates degree or minimum of high school diploma with 2+ years in customer service</li> <li>• Minimum of one or more years of call center or customer service experience</li> </ul>
<b>Knowledge/ Skills /Ability:</b>	<ul style="list-style-type: none"> <li>• Knowledge and experience using the latest technology and/or mobile devices</li> <li>• Flexibility to work various shifts which include evenings, holidays, and weekends (Monday to Sunday)</li> <li>• Active listening, problem solving, customer service orientation, and organizational skills</li> <li>• Attention to detail, initiative, good judgment, adaptability to changing work environment, team work, stress tolerance and resilience</li> <li>• 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</li> <li>• Proven ability to work efficiently in a busy, service oriented office atmosphere with frequent interruptions, varied work assignments, and fluctuating priorities while meeting deadlines.</li> <li>• Ability to work with other staff personnel in a positive, team oriented manner.</li> <li>• Excellent interpersonal skills including tact, confidentiality, diplomacy, and flexibility; excellent telephone manner in handling a variety of calls.</li> <li>• 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.</li> <li>• Preferably Bi-lingual - ability to communicate verbally and written in native Samoan language.</li> <li>• Ability to fully analyze assignments, to gather data and information, and to work with tact and diplomacy with all members of the campus community.</li> <li>• Proven ability in data entry, database-work order management, word processing, Microsoft Access, Excel, Outlook, and Word.</li> <li>• 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.</li> <li>• Possess professional work habits, demeanor, attention to detail, punctuality and regularity of attendance.</li> </ul>



<b>Organisational Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service</b> – 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Learning Agility</b> - 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Building Collaborative Relationships</b> - 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Self Management</b> - 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement</b> – 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.</li> </ul>

## Compliance

<b>Business Compliance:</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Health and Safety:</b>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Purpose, Values, & Way

<b>Our Vision</b>	<b>Our Purpose</b>	<b>Our Values</b>	<b>The Bluesky Way</b>
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"> <li>• Customer first</li> <li>• Team work</li> <li>• Integrity</li> <li>• Passion</li> <li>• Positive attitude and smile!</li> </ul>	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>