

# JOB ANNOUNCEMENT

## GREEN HILLS COMMUNICATIONS / CITIZENS TELEPHONE IS TAKING APPLICATIONS FOR THE POSITION OF

### Customer Relation Specialist - Higginsville, MO Office

Citizens Telephone is an entity of Green Hills Communications in Breckenridge, MO. To find out more about our companies visit <https://www.greenhills.net> and [www.ctcis.net](http://www.ctcis.net).

**SUMMARY:** A Customer Relation Specialist sells and promotes products and services to new and existing customers. Educates customers on company products and services and offers current promotions and applicable bundling options. Assists with customer relations activities that may include assisting customers with service issues, billing inquiries, new service requests, disconnects and plan changes. Promotes and sells telephone directory advertising. Gathers relevant information, diagnoses, troubleshoots and resolves customer problems and issues. Uses techniques such as up-selling, suggestive selling, cold-call selling, door-to-door selling and offering sales promotions to make sales.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- A Customer Relation Specialist uses techniques such as up-selling, suggestive selling, cold-call selling, door-to-door selling and offering new sales promotions to obtain sales from new and existing customers. Meets established yearly quota numbers set forth by the Marketing & Sales Manager.
- Promotes and sells company products and services to new and existing customers. Educates customers on company products and services and offers current promotions and applicable bundling options.
- Assists with customer relations activities which may include assisting customers with service issues, billing inquiries, new service requests, disconnects and plan changes.
- Gathers relevant information, diagnoses, troubleshoots and resolves customer problems and issues.
- Monitors service quality and responds to customer complaints in a timely manner.
- Performs all other related duties as assigned by management. \*
- Strong sales skills required. One-year business certificate from college or technical school and minimum six months related sales experience and/or 3 years' experience in retail/service sales.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to apply concrete concepts such as fractions, percentages, ratios and proportions to practical situations, as well as the ability to apply concepts of basic algebra and geometry.
- Ability to work with computer software, including Microsoft Word & Microsoft Excel. Ability to learn computer software.
- Job duties may include creating sales opportunities through cold calling efforts and door-to-door sales efforts throughout Citizens service areas.

**Submit resume and cover letter to [hr@ghtc.com](mailto:hr@ghtc.com) or mail to  
Green Hills Communications, Attn: Human Resources  
7926 NE State Route M, PO Box 227, Breckenridge, MO 64625**