



Midwest Energy & Communications Role Profile

Solutions Agent

Role ID: CUSTCARE : Revision: 5

Reports to: Customer Care Supervisor

Status:

Department: Member Services

Division: NONE

Location:

Wage Scale: X

Wage Level: All

Kolbe C:

Approved by/Date: Glenyce Bentzer 10/16/2017

Role Summary

Responsible for providing customer service in a team oriented call center, accepting payments at front counter, handling customer service inquiries and promoting company products and services.

KRA - Key Results Area

This is intended to be only an overview of primary responsibilities for this role. This is not a complete listing of role functions. All Team Members are responsible for assisting the organization with various tasks as directed by management. Special projects and activities may also be created where Team Members talents can best be utilized.

Attendance and Punctuality

- Superior attendance and promptness, always dependable

Phone and Counter Standards - Face to Face

- Follows dress code and hygiene standards
- Demonstrates welcoming body language

Phone and Counter Standards - Information Delivery

- Provides complete and accurate information
- Offers alternative solutions

Phone and Counter Standards - Interaction Conclusion

- Summarizes information
- Offers additional assistance and expresses appreciation

Phone and Counter Standards - Interaction Opening

- Uses appropriate greeting
- Acknowledges guests/members entering the building
- Verifies customer/member information

Phone and Counter Standards - Receptive Communication

- Allows customer to complete sentences
- Acknowledges customer and empathizes as appropriate
- Asks probing questions

Phone and Counter Standards - System Procedures

- Updates and notates appropriate customer/account information in Contact Tracking
- Follows appropriate flow of information

Phone and Counter Standards - Verbal Communication

- Uses appropriate and positive word choice
- Avoids use of filler words and jargon or slang while maintaining appropriate level of conversation
- Uses courtesy words and phrases, including proper hold/transfer procedures
- Uses correct grammar and pronunciation

Phone and Counter Standards - Vocal Communication

- Uses effective tone and pitch
- Uses appropriate pace articulation
- Uses appropriate volume/projection

Competencies

To perform the role successfully, an individual should demonstrate the following competencies:

- Customer* Service - Manages difficult or emotional customer situations; Good listener; Responds promptly and effectively to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance in a friendly, productive manner; Meets commitments. * - Denotes internal and/or external customers
- Dependability - Follows procedures, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits time necessary to reach goals; Meets deadlines or notifies appropriate person with an alternate plan.
- Judgment - Displays willingness to make decisions; Exhibits accurate judgment & confidentiality; Supports and explains reasoning for decisions; Details and clarifies needs for basis of decisions; Includes appropriate people in decision-making process.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates engaging presentation skills; Participates in

meetings.

- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Qualifications

To perform this role successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

This role requires the following related education or equivalent combination with experience and training.

Skills & Proficiencies:

- Administrative/Clerical Skills *Level 2 - Basic. High school proficiency level.*
- Communication Skills *Level 2 - Basic. High school proficiency level.*
- Computer Skills *Level 2 - Basic. High school proficiency level.*
- Customer Service Skills *Level 2 - Basic. High school proficiency level.*
- MS Office 2007 *Level 2 - Basic. High school proficiency level.*
- Reasoning *Level 2 - Basic. High school proficiency level.*
- Writing Skills *Level 2 - Basic. High school proficiency level.*

Certificates/Licenses:

Supervisory Responsibilities

Training Requirements

The following training may be required for this position.

Activities

Work Environment

The work environment characteristics described here are representative of what a Team Member encounters while performing the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Open office or cubicle
- Works as part of a team
- Works independently

Physical Demands

While performing the duties of this role, the Team Member is regularly or occasionally required to meet the following physical demands. To assure safety, Team Members in this role must be able to complete the following physical requirements

- Lift less than 10 pounds
 - Minimum 30% sitting
 - Movement - Reach with hands, arms and lift
 - Movement - Use two hands to finger, handle, feel
 - Noise - Moderate
 - Talk or hear
 - Travel - Less than 30%
 - Vision - Ability to adjust focus
 - Vision - Close
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