

CC Communications
Vacancy Announcement

CUSTOMER SERVICE CLERK

CC Communications is an Equal Opportunity Employer owned & operated by Churchill County, NV

Salary: \$13.50 - \$28.99

(Opens January 12, 2021 Closes January 28, 2021)

(May be used for multiple entry level positions)

(Salary placement depends on qualifications and budget constraints)

Plus 100% paid PERS (defined benefit) retirement, health insurance, vacation and sick leave

Applications are invited for a full-time position of Customer Service Clerk for *CC Communications* in the Customer Service and Billing & Collections Department. The Customer Service Clerk provides clerical assistance to Customer Service and Billing & Collections. Responsible for duties relating to general customer service and billing & collections office support. Assist with existing and new customers providing quality customer service by interviewing customers both in person and over the telephone. Assists customers with new service requests, troubleshooting, disconnects and special deposits and payments. Promotes services of the company while dealing with new and existing customers.

The Customer Service Clerk shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth.

QUALIFICATIONS

Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

Completion of the requirements for a high school diploma or equivalent **and**

- Two years additional education above the high school level **or**
- Two years progressively responsible experience in directly providing customer service functions.
- At least two years of experience which demonstrates computer literacy and proficiency with Microsoft Office application software, ex: Word, Excel, Outlook, SharePoint. Experience using various office equipment such as copiers, fax machines, 10-key calculators, multi-line telephone sets, computer workstations, printers,

etc. as well as the ability to communicate in written form through business letters, email, faxes, etc. using appropriate business communication language.

- Associate degree or equivalent is preferred.
- At least one year of experience in sales is preferred.
- At least a year experience using billing systems, order administration, and/or Customer Relationship Management (CRM) software is preferred.
- Experience in general telephone business operations is helpful.
- Bilingual English/Spanish is helpful

The successful candidate may be subject to a drug/alcohol test and a criminal background check. Applicant must also be able to obtain and maintain a valid Nevada Driver's License.

APPLICATION PROCEDURE:

Application materials are available at *CC Communications*, 50 W. Williams Ave, Fallon, Nevada or online at www.cccomm.info. **You must submit a completed CC Communications employment application and a résumé to CC Communications Human Resources, P.O. Box 1390, Fallon, NV, 89407 or drop off at 50 W. Williams Ave., Fallon, Nevada by the deadline for consideration.**

Résumés will not be accepted in lieu of completing and submitting the proper application materials by the closing date. Failure to submit the proper application materials by the closing date will remove the candidate from consideration.

Position will remain open until **5:00 PM, January 28, 2021**. Your application materials must clearly show your qualifications for the position to receive further consideration. Applicants may be required to take a test, submit supplemental material and/or take part in an interview. Successful candidate may be subject to a drug/alcohol screen and a criminal background check.

BENEFITS:

- **Retirement – Public Employee Retirement (PERS)** – A defined benefit plan. Benefit payment is based on the average of the 36 highest consecutive months of service. Company pays 100% of contribution, and employee has no Social Security deduction. Must work five (5) years to vest.
- Company pays 100% of employee premiums for medical, dental, long-term disability, vision and life insurance. (Dependent coverage available at cost to employee.)
- Deferred Compensation plan allows employee to invest pre-tax dollars to save for retirement.
- Vacation Leave - starting at 12 days per year for new employees.
- Holidays - 12 days per year.
- Sick Leave - 15 days per year.
- Tuition Reimbursement and Computer Purchase Program.
- Supplemental Life Insurance, Wellness and Safety Program, Employee Assistance Program and Credit Union membership are available.

This announcement is generally descriptive of the duties and qualifications for the job.

It is not to be construed as an expressed or implied contract.

CC Communications recognizes the fundamental right of applicants and employees to be assessed on merit alone. Therefore, it is the policy of CC Communications to provide equal employment opportunity for all applicants and employees. CC Communications does not sanction or tolerate discrimination in any form on the basis of race, color, religion, age, sex, sexual orientation, national origin, ancestry, medical condition, disability or veteran status.