



800.585.6454

401 N Hwy 71, Savannah MO 64485

www.unitedfiber.com

30208 US Hwy 136, Maryville MO 64468

**Position Title:** Customer Support Technician  
**Reports to:** Customer Services Manager  
**Classification:** Non-Exempt  
**Position Type:** Full-time

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### Position Summary:

The Customer Support Technician will serve as the primary contact for sales, provision of services, problem resolution, payment arrangements, billing inquiries, general inquiries and account maintenance. The Customer Support Technician is accountable for the daily activity of residential and business customer support functions. Customer focus is the number one priority of this position.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Treat customers as a priority, being proactive in anticipating current and potential future needs.
2. Assist customers, both on the phone and in person.
3. Identify and resolve service or operation issues within the scope of the customer service department.
4. Understand and apply operational and technical aspects of United's diversified products and services.
5. Answer questions about service offerings and equipment. Process appropriate customer requests.
6. Solicit the sale of new or diversified services or products.
7. Perform clerical, computer and general office duties.
8. Attend training and/or courses relating to area of work (overnight stays may be required). Daytime hours may fluctuate and some evening and Saturday hours may be required to support the business needs of United Services.
9. This position is safety-sensitive and the employee must learn and comply with all of the Corporation's safety policies, procedures, rules and regulations, in addition to all other policies, procedures, rules and regulations related to the position of employment.
10. Perform all other duties that may be assigned by the CEO, CMO, or designee.

### Competencies:

The knowledge, skills, and behavior required for successful job performance.

#### Core Competencies

- **Business Acumen:** Integrates business, organization and industry knowledge to one's own job performance.
- **Personal Effectiveness:** Demonstrates a professional presence and a commitment to effective job performance.
- **Interaction with Others:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Problem-Solving:** Exercises good judgment to make well-informed decisions and to develop and implement effective solutions.

### *Role-Specific Competency*

- **Customer Focus:** Treats customers as a priority, being proactive in anticipating their current and potential future needs; effectively educates customers about services provided; maintains composure at all times, even after difficult interactions; displays empathy in difficult situations, treating each customer individually based on the situation; builds and maintains positive relationships with both internal and external customers; maintains the "United" image, providing a uniform message without placing blame on team members.

### **Required Education and Experience:**

1. Education: High school diploma or equivalent
2. Experience: One to two years of customer service experience
3. Skills: Have or acquire an effective working knowledge of all office procedures, practices, and equipment; have or acquire a thorough knowledge of first aid and CPR; must have and maintain a valid driver's license.

### **Preferred Education and Experience:**

1. Education: Bachelor's degree
2. Experience: Two or more years of customer service and some sales experience
3. Skills: Microsoft Office skills are preferred.

### **Supervisory Responsibilities:**

This position has no supervisory responsibility of personnel.

### **Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand, walk, kneel, crouch, and/or sit for prolonged periods of time; employee must be able to lift and carry up to 20 pounds.

### **Working Conditions:**

This is a full-time position. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. This position will report to the Savannah OR Maryville office but may be required to commute to the Cameron, Smithville and/or Excelsior Springs office on occasion. Standard days of work are Monday through Friday and working hours are 11:30 a.m. to 8:00 p.m. This position must be able to work flexible hours outside normal business hours, including overtime, weekends and holidays as required. This position may be required to rotate shifts throughout the week and is required to work rotating Saturday shifts to support the business needs of United Services, Inc.

### **Other Duties:**

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

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Employee Signature

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Date