

Customer Relations/Billing Specialist

Job title:

Customer Relations/Billing Specialist

Company intro:

Wellman Cooperative Telephone Association (WCTA) is your hometown communication provider who has been proudly serving its members since 1952. WCTA is an independent communications company that provides broadband Internet, Telephone and Video service to approximately 1,200 subscribers in the Wellman, Parnell, rural Kalona, and rural Williamsburg areas, including portions of Washington, Johnson, Iowa, and Keokuk counties. WCTA offers first-class services comparable to those of any metropolitan area along with the personal service one would expect from a small-town company. Our priority is to provide our members with the high-quality services and support they can trust and rely on.

Job position description:

WCTA is currently looking for a full-time Customer Relations/Billing Specialist who can multitask and likes working in a fast-paced environment. An ideal candidate would have an outgoing and friendly personality ready to greet and serve our members whether it be in person or over the phone. The priority for this position is frontline customer service/technical support as customer relations is very important to us. In this position you will be responsible for selling and supporting services and products we offer to our members. This person will be tasked with processing incoming customer payments, maintaining subscriber billing records to include updates from monthly service order activity, calculating and posting adjustments to member accounts including delinquent accounts and updating directory information, along with running our monthly billing process. Occasionally you will be asked to perform administrative tasks that require analysis and judgment. Draft and types letters, memos and reports. Compiles data and maintains files for reporting purposes. May also perform routine tasks using database or spreadsheet programs. Other tasks would be assisting with Marketing, Community Relations, and Reporting Projects. Willing to train the right candidate who has a good attitude, work ethic and pays high attention to details and values accuracy.

Required Qualifications

- Customer Service Experience.
- Excellent Communication Skills both Written and Verbal.
- Strong Computer Skills and proficient with Microsoft Office Products.
- Willingness to learn.
- Team Player

Preferred Qualifications

- Bookkeeping Experience.
- Previous experience in the communications industry
- Interested in helping develop marketing and managing social media content.
- Interested in helping plan and carry out community related activities.

Knowledge, Skills, and Abilities

- Punctual
- Accountability
- Self-Motivated
- Detail Oriented
- Outgoing, Friendly, Enthusiastic

Benefit Package Includes

- Competitive salary
- Company-funded 401K Plan
- Health, Dental, Vision, Life, Short Term and Long-Term Disability Insurance
- Paid Time Off, 12 Paid Holidays

Equal Employment Opportunity

Every decision made at WCTA concerning hiring, promotion, compensation, training, assignment of job responsibilities, termination, or any other aspect of the employment relationship is made without regard to any legally protected characteristics such as race, creed, color, national origin, religion, sex, age, sexual orientation, gender identity, physical or mental disability, genetic information, veteran's status, or other characteristics protected by applicable federal, state, or local laws.

How to apply

Applications should be submitted on-line on our website at the following link - <https://wellmantelephone.com/wcta-employment-application/>. If you are unable to submit your application on-line, please email resume to dion.s@wellmantelephone.com