



Hopi Telecommunications, Inc.

Employment Opportunity

Position Title: Customer Service Representative
Wage: D.O.E.
Full Time Position with benefits: Vacation, Sick Leave, Medical Insurance, 401K Plan

Essential Job Functions

- Generates new applications/accounts, service orders and trouble tickets for services requested by customers either from telephone or personal visit to office and any website request via hopitelecom.com
- Daily mail/check run
- Receives and posts customer payments and ensures the accuracy of daily payment batches
- Review and ensure the accuracy of all service order billing
- Attend community events, training and seminars as requested by management
- Perform other duties and responsibilities to fulfill job functions as assigned

Knowledge, Skills, and Abilities

- Knowledge of telecommunications technology, products and services
- Knowledge of company policies and procedures
- Knowledge of company products and services
- Knowledge of marketing and sales practices and principles
- Skill in operating various office equipment components such as personal computer, various software programs, and telephone systems
- Skill in oral and written communication
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner
- Ability to organize and prioritize multiple work assignments

Education and Experience

- A High School diploma or equivalent
- Customer Service experience a plus

Locations of Work:

HTI Office in Keams Canyon, AZ

Transportation:

The applicant must have transportation to and from work.

Closing Date:

May 06, 2022

Job Application:

Job applications are available at the HTI office in Keams Canyon and Flagstaff, AZ or may downloaded from the HTI website at www.hopitelecom.net.

Questions:

928-522-8428 or 928-738-4674