

**CHAMPLAIN TECHNOLOGY GROUP
JOB POSTING**

Job Title: Business Office Clerk
Department: Business Office
Reports To: Business Office Manager

Summary: Builds and maintains customer relations, creates daily work assignments, maintains accurate records of customer accounts.

Essential Duties and Responsibilities:

Create trouble tickets, basic trouble shooting, dispatches technicians, inputs and modifies service orders. Work with line cards, plant records, cable pair assignments, central office line assignments and provisions subscriber voice and data services in multiple platforms. Collects and inputs payments, deposits, solicits sale of new or additional services, adjusts complaints concerning billing or services rendered, compiles reports, documents office procedures and service orders. Scheduling of customer installations/onboarding and all necessary communication to ensure a smooth transition to any and all company services.

Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. These requirements listed below are representative of the knowledge, skill and/or ability required of this job. Excellent telecommunications and customer service skills are a must.

Personal computer skills, the ability to create documents or spreadsheets utilizing Word or Microsoft Excel and ability to adapt to different software.

The person filling this position may be required to travel for training purposes.