



J O B T I T L E : A G E N T

R E P O R T S T O : S H I F T L E A D E R / S E N I O R D I S P A T C H E R

F L S A S T A T U S : N O N - E X E M P T

D E P A R T M E N T : O P E R A T I O N S

P O S I T I O N S U M M A R Y

The Agent reports to the Shift Leader/Senior Dispatcher at Main Line TeleCommunications. The Agent is responsible for providing professional telephone services to the clients in a manner in which he/she is trained. He/she will perform services in a timely, effective and accurate way. The Agent will perform all other projects or duties as assigned.

E S S E N T I A L D U T I E S A N D R E S P O N S I B I L I T I E S

1. Answers phone calls, take messages and/or provide information to callers and clients.
2. Relays messages to clients of Main Line TeleCommunications in a professional manner.
3. Supports company goals in your actions and words
4. Works with other employees in a team environment under the direction of the Shift Leader.
5. Adheres to the operational policies and procedures as outlined by the organization.
6. Interacts with clients regarding issues and complaints to assure that they are addressed tactfully and appropriately to resolve the issues.
7. Maintains client information and verifies that it is current and correct to avoid any discrepancies.
8. Ensures and maintains confidentiality.

General Responsibilities

1. Performs all tasks and duties in an efficient and safe manner.
2. Performs other related duties as assigned or as necessary. Remains flexible and adaptable in work schedules and work assignments as defined by organizational needs.
3. Represents Main Line TeleCommunications in a manner that conveys professionalism, confidentiality, courtesy, fairness, personal integrity, and respect for others.

Q U A L I F I C A T I O N S

A. EDUCATION AND/OR EXPERIENCE

- High School diploma or equivalent required

- Previous work experience in a high volume call center highly desired
- Previous customer service experience

B. SKILLS AND ABILITIES

- Excellent telephone speaking skills
- High level customer service skills
- Ability to respond verbally & in writing to customer inquiries
- Working knowledge of company equipment hardware and software as defined in Paths to Success for this position.

REQUIRED COMPETENCIES

1. QUALITY & PRODUCTIVITY

Provides high quality services, processes and programs while consistently seeking ways to improve outcomes and enhance the organization. Meets or exceeds goals and objectives and consistently engages in productive work effort requiring minimal direction from manager.

2. PROFESSIONALISM

Demonstrates self control by maintaining composure in difficult situations; deals calmly and effectively with stressful situations. Projects a professional image of oneself and the organization and demonstrates a positive attitude towards work and the organization.

3. ACCOUNTABILITY

Demonstrates a commitment to the position and accepts responsibility for personal actions. Comes to work on time and ready to work.

4. COLLABORATION & TEAMWORK

Supports a positive team environment in which employees participate, respect and cooperate with each other to achieve desired results. Builds and sustains cooperative working relationships and demonstrates a positive attitude in work assignment and interaction with others.

5. COMMUNICATION

Expresses self in a knowledgeable, coherent, and professional manner. Works to resolve conflict and promotes an open and honest environment for feedback and constructive criticism.

6. LEADERSHIP

Provides direction and motivation and sets an example through open communication and modeling best practices. Provides appropriate advice, on-going feedback, support and resources to improve effectiveness of individuals and departments.

7. CLIENT FOCUS

Dedicated to meeting the expectations and requirements of clients. Consistently acts with clients in mind. Establishes and maintains effective relationships with clients and gains their trust and respect.

PHYSICAL WORK REQUIREMENTS

This form is designed to identify the "Physical Work Requirements" of a particular job. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Individuals who pose a direct threat or significant risk to the health and safety of themselves or others in the workplace, because physical requirements cannot be eliminated or reduced by reasonable accommodation, will not be considered qualified for employment. This document is not an employment contract. Please contact HR for definitions or clarification.

PHYSICAL REQUIREMENTS

✓ Check which of the following best describes the position

Sedentary work - Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

Light work - Exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work.

Medium work - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Heavy work - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Very heavy work - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

✓ Check **essential** physical requirements of the job:

Climbing	Balancing	Stooping
Kneeling	Crouching	Reaching
Standing	Walking	Pushing
Pulling	Lifting	Keystroking
Grasping	Tactile sense	Repetitive Motions
Seeing	Hearing	Talking
Visual acuity (color, depth perception and field of vision)		

EQUIPMENT AND TOOLS

List equipment and tools operated and the frequency of use:
(Those which cannot be delegated to a co-worker.)

Vehicles:

Van/Bus	Automobile	Truck
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Equipment:

Medical	Office	Cleaning
Lawn Mower	Snow Blower	Rehab/Gym
Forklift	Pallet Jack	Pool

Tools:

Carpentry	Plumbing	HVAC
Electric		

WORKING CONDITIONS

✓ Check which working conditions the employee is subject to:

Physical Conditions:

Noise	Inside Work	Extreme Temps
Vibration	Outside Work	Wet and/or Humid

Hazards:

Mechanical	Electrical	Chemical
Explosives	Radiant energy	Burns

Atmospheric Conditions:

Fumes	Odors	Dusts
Mists	Gases	Poor ventilation
Other, including:		

COMMENTS :

RECEIVED BY:

EMPLOYEE NAME (PRINT)

EMPLOYEE'S SIGNATURE

DATE
