



**Runestone Telecom Association**  
**100 Runestone Drive**  
**PO Box 336**  
**Hoffman, MN 56339**  
**Phone: 320-986-2013**  
**<https://runestone.net>**

**Job Title: CSR/Marketing Coordinator**  
**Reports To: Office Manager**  
**Location: Hoffman, MN**  
**FLSA Status: Non-Exempt**

### **Job Summary**

Customer Service Representative (CSR)/Marketing Coordinator is the primary point-of-contact for residential and/or small business customers to fulfill all service needs for Runestone Telecom Association. The CSR/Marketing Coordinator will educate customers on Company products/services, packages, increased speeds and advanced services and will positively promote and sell Company products/services. The CSR/Marketing Coordinator will perform assigned duties and provide quality customer service to external and internal customers. The CSR/Marketing Coordinator will assist with the strategy for marketing campaigns, promotions and events, and be responsible for facilitating advertisements, news releases and materials for local media. Create content and oversee the preparation of subscriber newsletters, bill messages, bill stuffers, surveys and service promotions. Helps maintain the image, freshness, and appeal of Runestone Telecom Association's website and brand.

### **Essential Job Functions** (May include but are not limited to the following. Other duties may be assigned.)

- Provide excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/correspondence by phone, in person, by email, or mail.
- Exhibits discretion and keeps customer and Company matters confidential, adheres to Company CPNI and Red Flag rules.
- Positively promote and sell Company products/services to new and existing customers.
- Receive and process Service Orders.
- Verify customer charges are correct on service order before closing to ensure correct billing to the customer.
- Address reported troubles; research billing disputes; and apply appropriate treatment to resolve customer complaints. Unresolved trouble/billing disputes should be referred to Supervisor.
- Accept customer payments and post to the appropriate accounts when payment is received.
- Establish and enforce special payment arrangements and post information accurately on customer accounts.
- Write routine letters and correspondence to customers.
- Investigate returned mail on customer accounts; process address changes on billing system and update directory listing as requested by the customer.
- Complete, file, and/or maintain records or reports as assigned by Management.
- Set up and process automatic payments by ACH, Credit Card, E-Check or other auto pay options.
- Maintain directory, 911 and other database extracts.
- Ensures attainment of company objectives by drafting, developing and creating marketing materials for new and existing products
- Facilitates subscriber newsletters, bill messages, bill stuffers, annual reports, welcome letters, direct mail advertisements, information notices, and other company literature.
- Coordinates with consultants, printers and other suppliers to produce marketing materials.
- Develop and follow a proofing system to ensure accuracy of marketing materials.
- Oversees multiple marketing projects at one time, communicates goals and objectives with Office Manager and meets project deadlines.
- Assists with Runestone Telecom Association's website and social media platforms from the perspective of its appeal, freshness, content, and company image.
- Maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Effectively communicate and contribute to the team to promote an efficient and productive team environment.



- Make effective, reasonable decisions regarding customer issues using information at hand in a timely manner.
- Adhere to established company policies and procedures.
- Accept responsibility for decisions, conduct and actions.
- Demonstrate dependability through promptness, good attendance and adherence to timelines and schedules.
- Must be able to travel overnight occasionally for training, meetings, and conferences.
- Performs all other related duties as assigned by management. \*

\* These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

#### **Knowledge, Skills, and Abilities**

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Demonstrates strong communication and telephone etiquette skills.
- Ability to communicate and present information effectively at all times, both in writing and in speaking.
- Skilled in using personal computer and related software; copier; calculator; phone system; and fax machine.
- Can effectively use MS Word, MS Excel and Company specific software programs related to job duties.
- Maintains working knowledge of Company products and services.
- Knowledgeable of all Company policies/procedures, including safety policies, and adheres to them.
- Possesses excellent organizational skills and pays close attention to detail.
- Skill in identifying problems and resolving them.
- Skill in writing routine reports and correspondence.
- Ability to maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Ability to apply common sense understanding to carry out written, oral or diagram form instructions.
- Ability to calculate figures and amounts correctly for customer billings and products/services cost comparisons.
- Ability to read, interpret and understand documents, manuals, reports, and forms.
- Knowledge of marketing practices and principles.
- Creative skill in development of advertising material.
- Excellent in oral and written communication.
- Ability to communicate with customers, co-workers, media, and various business contacts in a professional and courteous manner.
- Ability to work in a fast pace environment while prioritizing and completing multiple projects accurately within given timelines/deadlines.
- Ability to work independently and to work cooperatively and professionally with co-workers to promote an efficient and cohesive team environment.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Education and Experience Desired**

To perform this job successfully, an individual must be able to perform each item under "Essential Job Functions" satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma – Required
- 2-3 years customer service or sales experience
- Associates degree in Marketing, Communications, Public Relations or equivalent experience
- 2-3 years public relations and/or marketing experience preferred
- Mathematical Skills
- Computer Skills



**Physical Requirements**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%	0-24 lbs	25-49 lbs	50-74 lbs	75-100 lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X				
Standing/Walking:	X							
Climbing/Stooping/Kneeling:	X							
Lifting/Pulling/Pushing - Weight	X				X			
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
- The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 24 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Work Schedule**

Defined by a Supervisor or Management

**Other Requirements**

- Proof U.S. Work Eligibility
- On-going training when deemed by Management
- Valid Driver’s License

**Note**

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

To apply, please email cover letter and resume to [apply.now@runestone.net](mailto:apply.now@runestone.net). **Deadline to apply is January 11<sup>th</sup>, 2019.**