

Job Description and Standards of Performance

<u>Position Title:</u> Clerk I	<u>Affiliation:</u> PNG
<i>Specialization:</i> Customer Service	
<u>Department:</u> Circulation	<u>Department #:</u> 7223
<u>Date Updated:</u> 4-29-07	<u>Updated by:</u> M. Boyd
	<u>Job Code #:</u>

Position Purpose/Objective:

To provide subscriber customer service and retention support to the Circulation department.

All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.

Position Duties	Meets Expectations When:
Answers internal and external customer inquiries. Core	<ul style="list-style-type: none"> ◆ All inquiries are handled in a timely, efficient, and professional manner, ◆ Ensures that answering calls is the top priority. Maintains satisfactory call answer volumes according to department standards. ◆ Adheres to established procedures as they relate to customer service activities.
Ensures that subscriber retention efforts and activities are optimized. Core	<ul style="list-style-type: none"> ◆ Conducts subscriber outbound calling and maximizes subscription retention. All subscribers are contacted prior to suspension. ◆ Maintains satisfactory call volume according to quality measurements. ◆ Strives to reduce stops and downgrades and uses upselling techniques at every opportunity. ◆ Adheres to established procedures as they relate to subscriber retention activities.
Enters transactions into the computer. Core	<ul style="list-style-type: none"> ◆ Transactions are entered into the Circulation system in a timely and accurate manner.

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Ensures customer satisfaction in every transaction. Core	◆ Conducts necessary follow-up to ensure completeness and customer satisfaction. (Call backs, complaint calls, research, etc.)
Maintains appropriate paperwork as it relates to customer transactions. Supporting	◆ Paperwork is completed and forwarded to the appropriate party in a timely, accurate and legible manner.
Uses available technology to support efforts as needed. Supporting	Possesses adequate knowledge of all pertinent software/systems necessary to perform duties efficiently.
Performs other related duties as assigned. Supporting	Additional related duties are performed in a timely and accurate manner.

Required Education and/or Experience/Knowledge:

1 year of successful Customer Service experience preferred, with HS diploma or equivalent.

Required Skills:

Fundamental math skills. Organized and detail oriented; excellent phone and customer service skills, computer literacy.

This position reports to:

CIS Manager