

## **CUSTOMER CARE CONSULTANT**

Randolph Communications is currently seeking an experienced Customer Care Consultant to join our team. The Customer Care Consultant will interact with customers by assisting with billing inquiries, new service requests, service plan changes, disconnects, and service questions. Job duties include selling and promoting services to new and existing customers, completing credit checks and processing paperwork for new service applications, applying payments to appropriate accounts, managing incoming calls and walk-in customers, and assist customers in troubleshooting issues and activating their wireless devices. Applicant must possess the ability to communicate with customers, co-workers, and the public in a professional and courteous manner; bilingual is a plus. Must be able to work in a fast-paced environment with frequent interruptions. Technology oriented and basic computer skills are essential. High School diploma or equivalent required. Valid driver's license required. Salary commensurate with experience. Excellent benefit package. Randolph Communications utilizes pre-employment drug testing and background checks as a condition of employment. EOE

For consideration, applicant should submit Cover Letter, Resume, and References to:

Randolph Communications  
Attention: Human Resources  
317 E. Dixie Drive  
Asheboro, NC 27203  
Fax: 336-879-7912  
Email: [resumes@rtmc.net](mailto:resumes@rtmc.net)