

# Morristown Utilities Commission

## Technical Sales Support Advisor



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**Department: Administrative**  
**Reports to: Customer Service Manager**

**FLSA Status: Non-exempt**  
**Job Status: Full-Time**  
**Positions Supervised: 0**

**Work Schedule: Monday – Friday 8-5 (May require on call on standby rotation)**

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**Position Purpose:** The Technical Sales Support Advisor is responsible for providing quality and efficient technical and account related assistance to customers.

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***Expectation for all employees: Support the organization's mission, vision, and Professional Purpose by exhibiting the following behaviors: operational excellence, collaboration, innovation, self-improvement, integrity, and customer commitment.***

### Core Function(s)

#### **Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each core duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### **Core Functions Statement(s)**

- Deliver service and support to end-users using and operating automated call distribution phone software, via in office, remote connection or over the Internet;
- Provide support for internet, PC, routers, gaming systems, and smart device connections
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services, including sales;
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
- Research required information using available resources;
- Identify and escalate priority issues as needed;
- Redirect problems to appropriate resource;
- Offer alternative solutions where appropriate with the objective of retaining customers' business;
- Follow up and make scheduled call backs to customers where necessary;
- Sell appropriate items during contact with customers.
- Train other TSSA's as needed
- Cross train as needed to provide backup within the office

## Additional responsibilities

- Answer billing questions and processes payments
- Position MUC as provider of choice for FiberNet services
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- Focuses and guides self and team members in accomplishing work objectives.
- Interacts with others in a way that gives them confidence in one's intentions and those of the organization.
- Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
- Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
- Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- As part of a service oriented organization, perform any and all duties requested, whether scheduled or on an emergency basis.
- Observes and follows all safety rules, procedures, standards and specification codes in all job aspects.
- Ability to maintain reliable, predictable, and reasonable attendance.
- Must maintain a valid drivers' license from state of residence.

**IMPORTANT:** This position description is not intended to be all-inclusive; an employee will also perform other reasonable related job responsibilities as assigned by management as required. This organization reserves the right to revise or change job duties as the need arises. This position description does not constitute a written or implied contract of employment.

## Qualifications: Knowledge, Skills, & Abilities

- Associate degree in Computer Science or related field or equivalent number of years of experience.
- Experience with Local and Wide Area Networking Technologies
- Experience with technical support and network operations.
- Background in computer communications software and hardware.
- Competencies include computer, coordinating, communication, influencing, and analytical skills.
- Intermediate computer skills that contains a broad knowledge; knows and applies the full range of concepts, practices of the field.
- Communicate frequently in a professional manner with internal and external persons

## Preferred Qualifications

- Proper phone etiquette;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Willingness to co-operate with others and work to the greater good;
- Multi-tasking capabilities;
- Customer Focus/Team Oriented

### **Other requirements:**

- May be required to attend up to but not limited to 20 hours annually of certification training.
- Seek to stay abreast new technology to ensure best practices for operations.
- Basic Leadership skills

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