



Vision Communications has a
job opportunity for a
Part-Time Call Center Representative

The essential function is to operate call center equipment to relay incoming, outgoing, and interoffice calls. This is a temporary position called in on an “as needed” basis.

Qualifications

1. Exhibits proper telephone manner, with ability to multi-task in a timely manner.
2. Keyboards proficiently, meeting minimum standard of 35 wpm.
3. Personal computer knowledge very beneficial.
4. Has excellent speech and voice quality.
5. Has an acute sense of hearing.

Primary Duties

1. Assists answering service customers by following account procedures.
2. Provide excellent customer service by offering assistance to callers in order to process their requests as needed.
3. Handles emergency calls.
4. Handles reports of trouble.
5. Records necessary billing data noting details of service provided.

Working Conditions

1. Required to work various tours including split tours, day, evening and night as established to meet service requirements. Work schedule is altered frequently and abruptly to ensure proper staff coverage.
2. Inside environmental conditions.
3. Wears a headset during working hours.
4. Required to work quietly at a computer terminal for extended periods of time without creating disturbances.
5. Scheduled tours cover Monday through Sunday as assigned.

Applications Accepted

Friday, July 23, 2010 to Monday, August 2, 2010

Applications Available

- Vision Business Office, 115 West 10th Blvd, Larose LA 70373
- Applications Available at www.viscom.net/careers.php

THIS JOB IS OPEN TO THE PUBLIC.

EQUAL OPPORTUNITY EMPLOYER

VISION COMMUNICATIONS
An affiliate of SJI Services, LLC
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Part-Time Call Center Representative

DEPARTMENT: Call Center

SUPERVISOR: Call Center Supervisor

EEO CLASSIFICATION: Administrative Support Workers

FLSA STATUS: Non-Exempt

DATE: July 2010

PURPOSE: The essential function is to operate call center equipment to relay incoming, outgoing, and interoffice calls. This is a temporary position called in on an “as needed” basis.

DAILY DUTIES:

Duties may include but are not limited to the following:

1. Assists answering service customers by following account procedures.
2. Provide excellent customer service by offering assistance to callers in order to process their requests as needed.
3. Handles emergency calls.
4. Handles reports of trouble.
5. Records necessary billing data noting details of service provided.
6. Handles answering service account changes and updates.
8. Refers or transfers customer to appropriate department.
9. Refers equipment trouble, office irregularities, and inaccuracies in reference material to appropriate supervisor.
10. Utilize professional/consistent call phrases, voice tones, and friendliness to assist callers.
11. Handles any other duties required by supervisor as needed.

PERFORMANCE STANDARDS:

Accepts responsibility.

Maintains confidentiality and privacy.

Communicates effectively.

Processes calls within established time frame.

Handle periods of constant call volume, and periods of high stress.

Punctuality and regular attendance are required.

Ensures quality assurance guidelines within deadline.

Follows established safety procedures, policies and work rules.

Provides services that meet Management, customer, and employee expectations.

Works well with others and provides assistance willingly.

JOB SPECIFICATIONS**QUALIFICATIONS:**

Has an acute sense of hearing.

Has excellent speech and voice quality.

Exhibits proper telephone manner, with ability to multi-task in a timely manner.

Bilingual skills are beneficial.

Keyboards proficiently, meeting minimum standard of 35 wpm.

Personal computer knowledge very beneficial.

Possesses a general & working knowledge of Telco organization, administration, standards, and regulations.

Expands upon job training through seminars, workshops, and On-the-job training.

ABILITIES:

Physical Activity: Typing, hearing, sitting, and talking.

Physical Requirements: Sedentary work.

Visual Inspections: Computer terminal, visual inspection.

SUPERVISION RECEIVED:

Receives close supervision from the Call Center Supervisor.

WORKING CONDITIONS:

Inside environment

Required to work various tours including split tours, day, evening and night as established to meet service requirements. Work schedule is altered frequently and abruptly to ensure proper staff coverage.

Scheduled tours cover Monday through Sunday as assigned.

Wears a headset during working hours.

Works alone in close proximity with others, performing similar tasks.

Required to work quietly at a computer terminal for extended periods of time without creating disturbances.

Reports to work as scheduled.

Note: This job description is a summary of the primary duties and responsibilities of the position. It is not intended to be a comprehensive listing of all duties and responsibilities. Contents are subject to change at Supervisor's discretion.

APPLICATION INSTRUCTIONS

The "Application for Employment" included in this packet *must* be completed.

If applying for more than one job opening, an application must be completed for each position. (Example: If applying for 3 jobs that are open, 3 applications must be submitted - one for each.)

We do not accept resumes under any conditions.

Do not leave any questions unanswered.

Please print clearly. You may offer more than one telephone number where you can be reached including an after-hours number.

- Page 1: Self Explanatory.
- Page 2: The "Special Skills, Education, and Qualifications" section is very important in our review process. This is where you will state the skills, knowledge, experience, etc. which qualify you for further consideration. Refer to the enclosed job description and job opening data for assistance in knowing what we require or state as beneficial.
- Page 3: The "Employment Experience" section provides space for your last three jobs. Use the insert sheet provided if your entire employment history cannot be shown on page 3.
- Use the "References" box to list other references. Please include a phone number where the reference may be reached.
- Page 4: Three important conditions required of this company are on page 4. Your consent and release will be acknowledged by your signature appearing in the three designated places.
- Insert Sheet: Completion of the "Applicant Data Record" is voluntary. It in no way affects the further disposition of your application. This page is removed and sent to a compliance file used for government reporting.

Completed applications may be dropped off at Vision Communications Business Office located at 115 West 10th Blvd. in Larose or mailed to:

Vision Communications
P.O. Box 188
Larose, LA 70373

Attn: Human Resources Representative

Applications must be received before the application deadline date.

If you should have any questions please feel free to call the Human Resources Representative at 985-693-4567

APPLICATION FOR EMPLOYMENT

The Company does not unlawfully discriminate on the basis of race, color, religion, sex, national origin, age, veteran status, or disability. If you believe that you have been discriminated against, you may notify the Equal Opportunity Commission (EEOC), the Federal Communications Commission (FCC), or other appropriate agency. No question on this application is intended to secure information to be used for such discrimination. Applicants who desire accommodation in completing the pre-employment questionnaire are invited to discuss their needs with a Human Resources Representative.

Position applied for _____ Date of Application _____

This application will remain active only for the duration of this job opening. After that time a new application must be completed.

Name _____ Last First Middle
Mailing Address _____ Number / PO Box Street City State Zip
Telephone _____

Please list any periods which you were previously employed by Latelco, MobileTel, SOLA, CSI, DLD, Acadia, or any SJI company. _____

If necessary, what is the best time to call you at home? _____

May we call you at work? _____ Yes _____ No _____ N/A

If yes, the number is _____ and the best time to call is _____.

Are you over age 18? _____ Yes _____ No. If no, state your age _____.

Note: This is requested for the purpose of obtaining a work permit and compliance with the Drug & Alcohol Policy.

Are you legally entitled to work in the United States? _____ Yes _____ No

Note: Proof of citizenship or immigration status will be required upon employment.

Have you ever been convicted of a crime? _____ Yes _____ No
(Conviction of a crime is not an automatic bar to employment. All circumstances will be considered.)

If yes, please explain when, where, and disposition of the offense. _____

Have you ever worked under a different name or nickname? _____ Yes _____ No

If yes, please explain. _____

EMPLOYMENT EXPERIENCE

Start with your current or last job. Include military service assignments and volunteer jobs especially if you have had very limited work experience. Use the insert sheet provided if necessary to show complete employment history.

1	Employer	Telephone ()	Dates Employed		Work Performed
	Address		From	To	
	Job Title				
	Supervisor		Hourly Rate/Salary		
	Reason for leaving		Starting	Final	
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No				
2	Employer	Telephone ()	Dates Employed		Work Performed
	Address		From	To	
	Job Title				
	Supervisor		Hourly Rate/Salary		
	Reason for leaving		Starting	Final	
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No				
3	Employer	Telephone ()	Dates Employed		Work Performed
	Address		From	To	
	Job Title				
	Supervisor		Hourly Rate/Salary		
	Reason for leaving		Starting	Final	
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No				

REFERENCES

List below any other references which are job related but not an employer or supervisor.

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Can you fulfill all requirements and meet all qualifications as posted on the job opening?

NOTICE TO APPLICANTS:

The SJI Drug and Alcohol Abuse Policy applies to all company management, supervisors and employees. Under the terms of the policy, all employees are subject to random selection for testing on an unscheduled basis.

Compliance with this policy will be required as a condition of employment. Accordingly, pre-employment tests for the use of illegal drugs and for the improper use of other drugs may be administered as a prerequisite condition prior to the hiring of all persons the Company intends to hire. Any applicant for employment who screens positive in a pre-employment screen will not be hired. Further, an applicant's refusal to be tested will be grounds for not hiring.

To be considered for hiring, all applicants will be required to sign this Consent and Release Form. Parental consent is required for anyone under age 18.

CONSENT AND RELEASE FORM

I understand that I am required as a condition of my employment to submit a urine sample for chemical analysis or submit to a breathalyzer if requested. The purpose of this is to determine or rule out the presence of illegal or misused substances. I hereby agree to furnish a specimen of my urine or submit to a breathalyzer for such testing.

I understand that all medical information provided by me to the Company will be classified as confidential, with the exception of the positive or negative drug test results. I hereby authorize the release of that information to appropriate Company personnel for their use in making an employment decision. I understand that continued positive test results which indicate the presence of a prohibited drug will result in denial or termination of employment.

I further understand that, if hired, I may be subject to random or other testing for drugs and alcohol, at the Company's request and that the successful completion of any such drug/alcohol screening tests shall be a continuing condition of my employment with the Company.

I further acknowledge and understand that the Company may require from time to time, as part of the drug policy procedures, a search of my person or any property brought onto Company premises. I understand, acknowledge and consent that a condition of my employment by the Company is my submission to a search of my person, personal property, automobile, Company locker, and other Company property under my control or to which I have access.

I understand that this policy may be amended or altered from time to time with or without notice to affected employees. I hereby consent to the terms of the aforementioned drug testing and search requirements.

Signature of Applicant _____ Date _____

Signature of Parent or Guardian (if Applicant is under age 18) _____

APPLICANT'S STATEMENT

I certify that answers given herein are true and correct without admissions of any kind. I understand that any false or misleading statements or omissions on the application will result in rejection or immediate dismissal. I acknowledge that if employed by the Company, I am to comply with the rules of the Company as they have been or from time to time may be explained to me. If employed, I agree that my employment is terminable at the will of the company or myself with or without cause and with or without notice and that the Company's right to terminate employment, with or without cause or notice, cannot be changed by any supervisor, manager, or Company official.

Signature of Applicant _____

EMPLOYMENT EXPERIENCE CONTINUED

Use if needed to provide complete employment history. Use page 3 of the Application Form first.

4	Employer Telephone ()	Dates	Employed	Work Performed
	Address	From	To	
	Job Title	Hourly Starting	Rate/Salary Final	
	Supervisor			
	Reason for leaving			
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			

5	Employer Telephone ()	Dates	Employed	Work Performed
	Address	From	To	
	Job Title	Hourly Starting	Rate/Salary Final	
	Supervisor			
	Reason for leaving			
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			

6	Employer Telephone ()	Dates	Employed	Work Performed
	Address	From	To	
	Job Title	Hourly Starting	Rate/Salary Final	
	Supervisor			
	Reason for leaving			
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			

7	Employer Telephone ()	Dates	Employed	Work Performed
	Address	From	To	
	Job Title	Hourly Starting	Rate/Salary Final	
	Supervisor			
	Reason for leaving			
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			

8	Employer Telephone ()	Dates	Employed	Work Performed
	Address	From	To	
	Job Title	Hourly Starting	Rate/Salary Final	
	Supervisor			
	Reason for leaving			
	May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			