



417 Wayne Avenue
Defiance, OH 43512
humanresources@team-meta.net
www.metalink.net

CAREER OPPORTUNITY

Billing and Customer Service Supervisor

Full-time position

Monday thru Friday, 8:00 AM to 5:00 PM

Work will be performed onsite; this is not a remote position.

General Summary:

The Mid-Level Billing and Customer Service Supervisor is responsible for overseeing daily customer service and billing operations while promoting a positive, professional, and customer-focused culture. This role ensures accurate billing, timely customer responses, and consistent service delivery across all communication channels. The Supervisor resolves escalated customer and billing issues, oversees monthly MIND billing, supports sales and upselling efforts, manages the Customer Relationship Management (CRM) system, and contributes to departmental performance in alignment with company standards and expectations.

Essential Job Functions:

Customer Service & Billing Operations

- Supervise daily customer service and billing operations to ensure compliance with established procedures, quality standards, and service expectations.
- Oversee MIND billing processes, including billing cycles, audits, reconciliations, and reporting to ensure accuracy and integrity.
- Investigate and resolve complex billing issues, disputes, credits, and adjustments; escalate unusual or excessive matters to management as appropriate.
- Process customer payments and ensure accurate documentation and posting.
- Ensure all customer inquiries and service requests are responded to promptly and professionally across all communication channels.
- Maintain comprehensive knowledge of MetaLINK products, services, pricing, and promotions.

Customer Experience, Sales & Upselling

- Serve as an escalation point for complex or sensitive customer complaints and disputes.
- Promote a positive, empathetic, and professional customer service culture focused on customer satisfaction and retention.
- Support and actively participate in sales and upselling efforts, including explaining services, promotions, upgrades, and value propositions.
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- Contribute to departmental sales, retention, and upselling performance in alignment with company expectations.
- Identify, implement, and track customer loyalty, retention, and recognition initiatives.

CRM Management, Reporting & Analysis

- Maintain and oversee the company's Customer Relationship Management (CRM) system to ensure accuracy, consistency, and completeness of customer data.
- Establish and reinforce CRM usage standards and best practices for the Customer Service team.
- Monitor data quality, perform routine audits, and correct discrepancies within the CRM system.
- Generate, analyze, and distribute CRM and customer service reports related to customer activity, service requests, billing trends, sales opportunities, and retention indicators.
- Identify trends and insights from CRM data to support operational improvements, customer experience enhancements, and sales initiatives.
- Partner with Operations, Sales, and Marketing to ensure CRM data supports cross-functional needs and reporting.
- Assist with CRM enhancements, process improvements, testing, and user training as systems evolve.

Leadership & Staff Management

- Provide day-to-day supervision, coaching, and support to a customer service staff of three or more employees.
- Guide employees in handling difficult or complex customer interactions, billing situations, and CRM documentation.
- Coordinate department schedules to ensure adequate coverage; approve timesheets in accordance with company policy.
- Assist with recruiting, interviewing, onboarding, and training new department staff as needed.
- Conduct performance evaluations, provide ongoing feedback, and support employee development.
- Partner with Human Resources to address employee performance concerns and corrective actions when appropriate.

Training, Process Improvement & Communication

- Lead monthly department training sessions, including product updates, promotions, procedural changes, software updates, CRM usage, and customer service best practices.
- Participate in Operations meetings and provide feedback on customer service efficiency, billing accuracy, CRM reporting, and workflow effectiveness.
- Identify trends in customer inquiries, billing issues, CRM data, and service challenges; recommend process improvements.
- Document and maintain customer service, billing, and CRM procedures to support consistency and continuity.

Cross-Department Collaboration & Social Media Engagement

- Work collaboratively with Operations, Technical Services, Sales and Marketing teams to coordinate service orders, installations, changes, repairs, and disconnects.
- Coordinate with the Sales and Marketing Manager on customer initiatives, promotions, social media engagement, and outreach materials.
- Serve as an **authorized company representative** to professionally respond to customer inquiries, comments, and concerns on company social media platforms in accordance with established guidelines.
- Escalate sensitive or high-risk social media interactions to management or Marketing as appropriate.



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Additional Responsibilities

- Perform the duties of a Customer Service Representative as needed to support departmental operations.
- Ensure compliance with company policies, internal controls, and data privacy standards related to customer, billing, CRM, and social media information.
- Support operational continuity during peak periods, staff absences, or high-volume events.
- Other duties as assigned by Management.

Knowledge, Skills, and Experience

- High school diploma or GED required; additional education preferred.
- 3–5 years of customer service experience, including billing responsibilities, CRM usage, and supervisory experience.
- Demonstrated leadership, coaching, problem-solving, conflict resolution, and negotiation skills.
- Strong written and verbal communication skills, including professional written responses for social media and customer communications.
- Ability to manage multiple priorities in a fast-paced environment while maintaining accuracy and professionalism.
- High attention to detail, particularly in billing, reporting, CRM data integrity, and documentation.
- Proficiency with computers and customer management systems; Microsoft Office experience preferred.
- Ability to remain calm, professional, and empathetic when working with stressed or upset customers.
- Reliable, punctual, service-focused, and team-oriented.
- Valid driver's license required; must pass all required background and security checks.

Physical Requirements

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly uses hands and arms to handle objects and operate computer and telephone equipment; sits, stands, walks, and communicates verbally. Vision requirements include close and distance vision.

Working conditions are typical of an office environment.

Job Type: Full-time, non-exempt

Starting Pay Range: Compensation will be based on experience and knowledge.

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