

Customer Care

Job Title: Customer Care Representative

Location: Cape Girardeau

Report to: Customer Care Supervisor

Status: Part Time

Overview for the Position: The role of the Customer Care Representative requires an exceptional individual who has the ability to support both the human and technical sides of telecommunications services. The Customer Care Representative will rely on excellent customer service, problem solving, and communication skills to provide support to resolve most day-to-day issues. Success in this role requires a well-rounded individual with a genuine enthusiasm for technology and keen interested in helping customers by resolving their trouble.

Specific Responsibilities:

- Provide support via phone, email, and our ticketing system, for most issues related to telephone and broadband services.
- Generally the first point of contact for all inbound customer phone calls and tickets for trouble and billing inquiries.
- Maintain close contact and open communications with clients until an issue has been resolved.
- Escalate complex issues to other teams and Management appropriately.
- Conduct technical support in line with documented procedures.
- Provide manager with regular updates on common problems encountered and identify possible longer-term solutions/improvements to reduce future problems
- Use communication channels to inform team of important issues and information which will help improve team performance

Qualifications:

- High School Diploma or equivalent work experience
- Good oral & written communication skills. Must be able to explain difficult abstract concepts verbally and in writing.
- Good interpersonal and organizational skills.
- Must be available to accommodate rotating on-call duty with a text / SMS device

This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.

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To apply for this position, please send resume to address below:

Human Resources

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