

As a member of the team, you will help people every day by taking calls, actively listening to understand customers' needs, and answering their questions. You may manage a high volume of incoming calls from customers while navigating through multiple systems. Your excellent customer service and communication skills will help us create positive experiences for our customers. Your punctuality and dependability are key to our success.

A few of the questions you may receive as a customer representative are the following:

“Why isn't my internet working?”

“How can I pay my bill?”

“I don't recognize a charge on my account, can you assist?”

You will also be responsible for billing and updating customers regularly. This requires answering questions about bills, ensuring payments are documented, and notifying past due customers.

Requirements of the role:

- Be at least 18 years or older
- Have a High School Diploma, or equivalent
- Be able to successfully pass a criminal background check
- Have at least six months of customer service experience
- If working from home have high speed broadband internet access meeting the following speeds:download = 10, upload 3, Ping ms <175
- Preferably, have previous Contact Center and/or work from home experience
- Have strong computer knowledge, including ability to accurately type at least 30 wpm
- Have excellent English written and verbal communication skills
- Be courteous and friendly with a high degree of professionalism
- Thrive in a fast-paced work environment
- Flexibility to receive a full-time, five-day work schedule between Monday – Sunday

What we look for...

- Problem solvers who can patiently listen to, understand, and address complex customer issues
- Strong people skills to build a genuine connection with a customer
- Ability to navigate multiple trouble tickets and implement solutions with ease
- Love helping people and guiding them to the best solution for their issue
- Provide calm conflict resolution and problem resolution for frustrated customers
- Can work in a structured environment for the duration of your allotted, full-time schedule taking high-volume calls from customers
- Ability to report customer issues to appropriate team members to correct issues in a timely fashion in writing or verbally
- Ability to learn billing and ticketing software quickly