



Open Position (Title): **CUSTOMER SUPPORT SPECIALIST** (*TEMP TO HIRE*)

Department: **CUSTOMER CARE** Supervisor: **CUSTOMER SUPPORT MANAGER**

MINIMUM QUALIFICATIONS:

- Proficiency with computers and windows based software-job requires heavy use
- Knowledge of telecommunications technology, products and services – as well as company products and services
- Possess and Exhibit excellent skills in oral (voice quality, grammar and listening) and written (spelling) communication
- Possess and Exhibit above average communication skills. Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Must be able to explain situations to customers without either giving or taking offense
- Ability to plan, organize and prioritize multiple work assignments- with frequent interruptions
- Ability to make sound decisions using information at hand. Must be able to work efficiently with or without supervision
- Ability to effectively function as a team player
- MUST maintain superior attendance and promptness
- Must be able to work nights, weekends and holiday schedules as required.
- Previous experience in a call center environment is a plus
- High school diploma or General Education Degree (GED)

ESSENTIAL DUTIES AND RESPONSIBILITIES (*not an all inclusive list*)

- Keep up with new product offerings . Offer additional or upgraded services
- Meet sales initiatives as set within department.
- Maintain a pleasant and courteous manner in dealing with customers and co-workers at all times
- Work in a fast changing team environment
- Take care of a customer's needs, questions, or problems, **24 hours a day, 7 days a week, 365 days a year,** in keeping with company policies and practices
- Perform directory assistance procedures as well as Trouble shoot service related issues
- Make outbound calls to monitor customer satisfaction
- Receive and process customer payments
- Process required paperwork such as work orders, service orders and trouble tickets, *paying special attention to accuracy.*
- Initiate appropriate action by other departments when necessary
- Work when scheduled – may require days, nights, weekends and/or holidays may also be called on to fill in if a team member reports out unexpectedly
- Perform all other related duties as assigned by management.*

24/7 CALL CENTER ENVIRONMENT

Employment is contingent upon favorable results of pre-employment background checks and testing.