



## Customer Service Representative

### About Spectrotel

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

### About Your Role:

Spectrotel is looking for candidates with a "Customer First" mentality interested in the challenge of working in a fast-paced Call Center environment. Candidates should have flexibility in scheduling as the Center handles inbound inquiries for our base 24 hours a day, 365 days a year.

### Responsibilities include but are not limited to:

- Answer inbound customer calls and email Inbox inquiries, with focus on a quick and concise resolution.
- Respond provide resolution to billing inquiries.
- Process payments from our customers.
- Open trouble tickets for repair support, or billing tickets for customers when they need higher tiered attention.
- Update customers calling in for status of tickets or submitted orders.
- Answer questions involving product information for the customer.
- Identify Circuits via the Account Information in the CS database and Circuit Paths by CLR
- Transfer misdirected calls to the appropriate departments.
- Initiate Move/Add/Change orders for existing customers.
- Open/Update/Close troubles tickets to Document all Customer Interaction.
- 1st Level Troubleshooting using MLT testing of ILEC loops when applicable.
- Provide 1st Level Support to Spectrotel Users.
- Upsell additional products and services as applicable
- Perform other duties as instructed by Spectrotel Management



#### Qualifications:

- Bachelor's Degree or equivalent experience
- Excellent verbal and written communication skills
- Excellent listening skills to determine true customer impact/needs
- Confident enough to utilize provided training in order to offer alternate solutions to customer situations that arise.
- Adept at handling conflict resolution
- Demonstration of a "customer first" attitude
- Experience in breaking apart and understanding invoices
- Experience Servicing customers on-site or via phone support
- Basic Knowledge of Voice & Data technologies
- Organizational skills and abilities to self-manage workload.
- Proficient in Excel, Word, Outlook
- Capable of generating new ideas and continuous improvement efforts
- Ability to multi-task
- Flexibility in scheduling

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.