

Customer Service Representative

Job Description

Bloomer Broadband is searching for a dynamic individual to fill the position of Customer Service Representative (CSR). This position will be tasked with several operational duties that include but not limited to, customer facing and internal support functions. In this role you will be the primary point-of-contact for our customers to fulfill all service needs. You will perform assigned duties and provide quality customer service to external and internal customers to enhance company objectives, initiatives, and customer satisfaction. I.e. the Customer Experience.

This is a full-time, hourly position reporting to the Office Supervisor and located at: 1120 15th Ave, Bloomer, WI 54724.

Job Duties

- Provides excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/correspondence by phone, in person, email or mail.
- Creates service orders and verifies that customer charges are correct before closing to ensure correct billing to the customer.
- Enters and follows up on trouble tickets.
- Addresses reported troubles and applies appropriate treatment to resolve customer complaints.
- Involved in marketing initiatives to include social media, content creation and new customer communications.
- Performs other related duties as assigned by management.

Job Qualifications

In addition to adequate computer knowledge to work comfortably in a variety of software environments, this position will require a proficient understanding, or the ability to learn, various terminology related to technology and customer service. As a customer focused business, we are looking for a candidate with excellent communication skills and a resourceful ability to deal with challenges. A courteous demeanor with professional conduct is required. This person should be able to follow directions with an eagerness to learn and willingness to help. You will need to possess the ability to prioritize multiple projects with an attention to detail.

Bloomer Broadband offers competitive pay and a benefit package that includes medical, dental, 401k, pension, paid leave, and discounted services. Pay based on experience.

