



<https://watchcomm.net/job/customer-service-representative-3-3-3-2-2-2-2-2-2/>

Customer Service Representative

Description

It is the responsibility of each CSR to care for our customers in any and every aspect as needed. Each CSR is responsible for waiting on walk in customers as well as inbound calls. Attracting potential customers by answering product and service information. Opens and maintains customers' accounts. Resolves product or service problems by clarifying the customers complaint, determining the cause of the problem and selecting the best solution to resolve the problems. The main focal point of customer service is to help all customers to the best of their abilities at the same time providing excellent customer service.

Responsibilities

- Assisting customers with possible new sales (mainly just mdu sales)
- Upgrades
- Swapping out of equipment, issuing new equipment
- Setting up disconnections, setting up moves of services from one location to another
- Troubleshooting issues with cable service, on occasion when tech support is busy also troubleshooting internet issues
- Fielding calls and mitigating calls to other departments and employees as needed
- Ticketing all calls and recording of transactions that come in
- In putting credit requests into ivue
- Setting up s/o's to make necessary changes in ivue to accounts, packages and services
- Setting up service calls for customers that have service issues
- Helping customers resolve billing issues/errors, assisting customers in interpreting their bills, and making payments for customers as they call in or come into the office
- Auditing of accounts

Qualifications

- IVUE – billing system
- Word, Excel
- Conflict resolution
- Written and Verbal English

REQUIRED EXPERIENCE AND EDUCATION

- High School Education or Equivalent
- Customer Service Experience Preferred

WORK ENVIRONMENT

- Office Setting

Hiring organization

Watch Communications

Employment Type

Full-time

Job Location

Fort Mitchell, KY

Date posted

April 25, 2024

PHYSICAL DEMANDS

- Sitting for prolonged periods of time
- Lift up to 10 pounds

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