



Customer Service Representative

Execute day to day customer service activities in a call center atmosphere for a fast paced nationwide telecom provider, as needed to support Access Point Non- Enterprise customers, as well as our outside agent/sales force. Act as a liaison and primary point of contact between our external customers and internal service delivery and repair/resolution departments.

Requirements:

- Bachelor's degree Preferred.
- 2 years Customer Service Experience. Call center setting preferred.
- Telecom Experience preferred.
- Excellent time management skills and the ability to work independently as well as within a team.
- Excellent communication skills, both written and oral.
- Working knowledge of Microsoft office suite, and Outlook.
- Flexibility to cover alternative shifts if required.

Responsibilities:

1. Answers inbound telephone calls from customers, and sales agents, employing at all times a professional and courteous phone demeanor.
2. Responds to and processes inbound emails from customers, and sales agents within established intervals. Requires exemplary communication/writing skills.
3. Conducts initial trouble shooting protocol and opens service affecting trouble tickets to be submitted to the service resolution group to be reported to the underlying service provider for repair.
4. Reviews invoicing or billing questions as needed, and opens billing inquiry trouble tickets to be submitted to the billing resolution group to be further researched and corrected.
5. Monitors progress of both service affecting and billing tickets submitted, and updates the customer or agent as specified by Access Point published service/ repair intervals.
6. Processes requests to change, add, move, or delete services. Provides appropriate paperwork and pricing required to facilitate customer's needs.
7. Maintains working knowledge of Access Point product catalogue, and published process documents as they pertain to providing customers with requested information, and to facilitate account changes, adds, moves, deletions, or account maintenance needs. This includes FCC mandated proprietary network guidelines, and internal Access Point Authorized user guidelines.
8. Monitors progress of all change orders, communicates due dates, and any other pertinent information as required.
9. Monitors and manages individual work queues to keep work flow at acceptable levels, and to keep customers informed of any open troubles, orders, or requests for information.