



Customer Service Representative

SUMMARY

The Customer Service Representative (CSR) for Main Street Broadband will serve as the voice for potential and existing customers. The CSR will be responsible for ensuring the best customer experience on the phone and in person. The position will be accountable for directing all phone calls for quickest resolution while providing basic service and technical information. The role will also handle general office and administrative duties as required. The candidate must be personable and work well with people.

TASKS

- Managing Main Street Broadband's main incoming phone line.
- Managing multiple task related to customer issues.
- Scheduling and Dispatch field staff for customer support
- Handling customer payments and account information
- Clerical – Knowledge of administrative and clerical procedures and systems such as word processing, spreadsheets and managing files and records. A thorough knowledge of Microsoft Office programs and desktop computing a must.

EXPERIENCE

- 1+ years experience in Customer Service
- The candidate should have experience working with people in a Business and/or Retail environment.
- Solid understanding of core Office software programs and basic computing

EDUCATION/TRAINING

- High School Completed education or higher.
- Microsoft Office (Word, Excel, Outlook)

MANAGER

This position will report to the Business Operations Manager