



## **Customer Service Representative**

Full Time

Eagle, Vyve and Northland are leading broadband Internet providers serving largely non-urban communities in 16 states. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Residential services include high-speed Internet with speeds up to Vyve Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services provides optical Ethernet, PRI and hosted voice services to the business community. Together, Eagle, Vyve and Northland serve areas of Alabama, Arkansas, California, Colorado, Georgia, Idaho, Kansas, Louisiana, Nebraska, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Washington, and Wyoming. Job Description:

- Provides quality internal and external customer service by representing Vyve in a consistently courteous and professional manner
- Resolves customer issues of a complex nature
- Demonstrates a strong passion for selling Vyve products and services
- Meets and exceeds monthly revenue sales targets
- Generates and/or maintains departmental reports as required
- Serves as a mentor to other team members, providing instruction, support and direction
- Performs all duties of Retail Sales Agent as necessary including:
  - Performs the functions of a Retail Sales Agent to include initiating contact with customers and selling, resolving problems, answering questions, sending correspondence, and generating reports
  - Accurately explains bills and Company policies and procedures concerning prices, billing and service
  - Determines customer needs and educates customer in order to sell or upgrade services
  - Accurately documents all sales/order activity via online database system
  - Processes customer payments accurately and balances daily transactions according to established cash management procedures
  - Collects delinquent accounts
  - Demonstrates integrity while accessing customer databases and/or paper reference material to locate customer records and research account history
  - Issues, receives, and maintains records of customer-premise equipment

- Troubleshoots service-related problems with customers; tests customer-premise equipment
- May contact customers regarding company services
- Exercises positive and cooperative behavior that promotes teamwork
- Performs other duties as assigned
- Ability to travel as needed

Required Skills & Qualifications:

- 2+ years in customer service and/or sales industry; phone or face-to-face contact with consumers.
- Ability to handle multiple tasks
- Ability to toggle between several different programs and not get overwhelmed
- Strong organization and time management skills
- Excellent interpersonal skills
- Proficiency with PCs, Microsoft Office Suite and general intranet navigation
- Use of computers, keyboards and software applications
- Ability to type 35 wpm
- High School Diploma or GED
- Bi-lingual (preferred)

WE PROUDLY OFFER:

- A friendly and fun work environment
- Communication and training
- Great benefits package
- Employees that live in our markets are eligible for courtesy cable including free or reduced priced video, internet AND voice services
- A culture that encourages growth

Vyve Broadband, Northland Communications, and Eagle Broadband are equal opportunity employers and do not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.