



Inbound Technical Support Call Center Agent

Vyve Broadband, founded in 2012, is an innovative company serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia and Wyoming. 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. Vyve was formed as a platform to provide the very best next-generation services and features available, along with a sector-leading customer experience. Residential services include high-speed Internet with speeds up to 1 Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services include optical Ethernet, PRI and hosted voice services for the business community.

Job Summary:

Vyve Broadband is a fast paced company providing to residential and business customers, high speed Internet, Digital Video (cable) and Digital phone services. Vyve Broadband services 8 states and over 150 communities. Our customer experience experts are an integral part of Vyve Broadband in being responsible for handling inbound calls from our customers and potential customers related to services and products.

Job responsibilities include answering inbound calls to provide technical phone support for Internet, television and home phone products and services. Creating and maintaining accurate information logs which entail recording problem/symptom, analysis performed resolution, and other information relevant to resolving the problem.

Job Description:

1. Interpret, diagnose and troubleshoot technical issues involving Vyve Broadband products and services
2. Responsible for monitoring performance of all technical swivel-seat software and operations, providing feedback to ensure customer satisfaction goals are met through all troubleshooting portals used by Vyve Broadband.
3. Ensure all technical complaints are handled within the company guidelines.
4. Stay current with system information, changes and updates.
5. Provides quality customer services and ensures customers understand operating requirements of all products
6. Quickly develop trust and rapport with customers to provide support and deescalate frustrations
7. Identify other products and services for existing customers by maximizing their education on our products and ensures revenue goals are met
8. Maintain professional working relationships with personnel from all departments and teams.

9. Positive attitude, motivated, competitive and high energy individuals
10. Participates in special projects and performs other duties as assigned.

Work Environment:

Under general supervision, in an in-bound call center environment, Technical Support Representatives will provide technical and network problem resolution to Vyve Broadband customers (end-users) by performing diagnosis while guiding end-users through step-by-step solutions. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner that leads to ultimate customer satisfaction of our Internet, Video and Phone services within our markets.

Will work in a call center in Shawnee, OK.

Required Skills & Qualifications:

- 1 - 2 years Technical Support experience
- Proficiency with PCs, Microsoft Office Suite and intranet navigation
- Use of computers, keyboards and software applications
- Must be able to sit for 8+ hours a day answering inbound calls
- Regular and prompt attendance during training and scheduled shifts
- Flexibility with hours and days, although position will assign regular shifts (weekends and evenings are common)
- Ability to type 35 wpm
- Ability to handle multiple tasks
- Ability to toggle between several different programs and not get overwhelmed
- Excellent interpersonal skills
- High School Diploma or GED
- Associate's Degree or higher preferred
- Bi-lingual proficiency (English-Spanish) is a plus but not required

WE PROUDLY OFFER:

- A friendly and fun work environment
- Communication and training
- Great benefits package
- Courtesy cable (in our markets)
- A culture that encourages growth

Vyve Broadband is an equal opportunity employer and does 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.