



Call Center Customer Service Representative

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.

Employees in this role are responsible for establishing and maintaining professional and positive relationships with customers on behalf of Vyve Broadband and ensuring issues are addressed consistently with company policies and practices.

Our employees build connections with people daily and an attitude for helping and exceeding customer expectations!

Job Description:

- Actively and consistently support all efforts to simplify and enhance the customer experience.
- Provides basic customer support related to Vyve Broadband services, including troubleshooting services, handling billing inquiries and payments.
- Process customer orders in a courteous, efficient and timely manner.
- Effectively present and discuss Vyve Broadband products and services.
- Convey an image of quality, integrity and superior understanding regarding services.
- Manage customer interactions professionally and efficiently.
- Effectively address customer questions, complaints and concerns within the scope of responsibility.
- Remain current and knowledgeable on every aspect of supported product.

- Accurately document customer account records based on actions taken.
- Perform other duties as assigned.

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

- Must be able to sit for 8+ hours a day answering inbound calls
- Ability to type 35 wpm
- High School Diploma or GED

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.