



Retail Sales Representatives – Front Counter

Customer Experience Experts - Front Counter

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

We are currently looking for customer experience experts to work our retail counter. Ideal candidates will have very strong ability to successfully resolve customer concerns and issues independently, using Vyve Broadband tools, resources and procedures. Our employees build connections with people daily and an attitude for helping and exceeding customer expectations!

Job Description

- Provides consistent, positive customer service experiences.
- Attracts potential customers and retains existing customers by answering and providing information about Vyve's products and services.
- Opens and maintains customer accounts by recording and updating account information.
- Handles cash, check, credit card payments accurately; cash reconciliation, posting to customer accounts and completing daily bank deposits.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer payments, adjustments and debits.
- Communicates in a professional manner both verbally and in written format to customers and co-workers.
- Quickly analyzes customer's needs and pertinent information to form solid decisions and recommendations.



Required Skills & Qualifications:

Customer Service, Conflict Resolution, Critical Thinking, Product Knowledge, Quality Focused, Problem Solving, Market Knowledge, Documentation and Account Maintenance Skills, Active Listening Skills, Phone, Computer and Typing Skills, Analyzing Information, Multi-tasking, Written and Oral Communication Skills, Mathematics

Experience

Minimum 3 years in customer sales and/or service industry; phone or face-to-face contact with consumers.

Degree Preferred

Associate's Degree in related field(s) preferred

Additional Information

Vyve Broadband Customer Experience Experts who work in our retail sectors are available to our customers in person and over the phone.

Representatives must be able to sit or stand for 8+ hours a day, typing and answering inbound calls.

Use of computers, keyboards, software applications, video and Internet equipment

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.