**Job description**

*Broadband Customer Service Representative (CSR)*  
**Position:**(CSR) Customer Service Representative

POSITION IS LOCATED IN SULLIVAN IL

**Description:**We are looking for a general customer service representative to answer calls, trouble shoot issues and work with customers resolving issues with their Internet, TV and phone services.

**Position:**(includes but are not limited to)

* Answer customer phone calls and process payments
* Multitask and document all customer contact in real time within the billing system.
* Have a working knowledge of pricing, availability and function of the services and equipment available to their customers across our service footprint.
* Help customers to quickly diagnose, prioritize and troubleshoot equipment issues
* Work with field technicians and other associates to schedule on site technician visits
* Maintain a positive and friendly demeanor when engaging customers on the phone or in person.
* Act as a liaison with customers to handle new service requests, service plan changes, disconnects and service questions or concerns.
* Professional and effective communication with customers when on the phone, email, or in person.
* Must be willing to work different shifts. This could be working days from 8am - 5pm as well as some weekend coverage.

**Basic Qualifications**

* Basic or advanced understanding of PC's, internet, Wi-Fi and interned based technology
* Experience troubleshooting PF issues and internet problems.
* Dependable, reliable and trustworthy
* Interested in learning and becoming educated on all of the products offered
* High School Diploma or GED

**Preferred Qualifications (not required)**

* At least 1 year of experience in customer service or a related field.

**Benefits**

• Small business culture

• Working for a growing and respected firm

• Healthcare Benefits

• 401k Match Program

• Paid Holidays Off

**Job Type:**

Full time (M-F 8am-5pm or 8:30pm – 5:30pm) Some Weekend Shifts are (8am - 5pm)  
  
**Work Remotely:**

No

**Pay:**

$15.50 - $17.50 per hour