



## **Customer Service Representative**

<b>Location:</b>	Robinson, PA
<b>Start Date:</b>	ASAP
<b>Pay Rate:</b>	Not Available
<b>Term:</b>	Full Time
<b>Travel:</b>	0%
<b>Reference:</b>	ABS-CSR-01
<b>Benefits:</b>	Health Insurance, 401(k)/Retirement Plan, Paid Vacation

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### **Position Purpose:**

The purpose of this position is to provide high level support for all inbound calls, emails and tickets relating to end-user issues. Support will range from general questions to technical support, sales, billing and other related customer issues.

### **Qualifications: (Minimum Qualifications Required)**

- Education: Associates Degree in Computer Science or equivalent. A Bachelor's Degree is desired.
- Experience: Technical computer problem solving experience is a must. Some call center experience is a plus.

### **Competencies Required for Success:**

- Intelligence
- Integrity
- Accountability
- Communication
- Team Player

### **Responsibilities:**

- Exemplify our company's core values
- Support and follow company policies and procedures
- Participate in regularly-scheduled huddles
- Help create a positive work environment
- Respond promptly to all communications
- Complete corporate work in a timely fashion
- Meet assigned quarterly/annual goals
- Perform other duties as assigned



**Responsibilities specific to the position:**

- Assist end-users with their issues
- Create a note or ticket for every call
- Gather market intelligence from communications with end-users
- Troubleshoot issues relating to current products and services
- Explain billing policies and payment procedures
- Escalate issues to the appropriate level as needed
- Assist customers in the sales sign-up process
- Complete tasks within assigned timeframe
- Assist with marketing and client maintenance
- Perform work that promotes retaining of customers
- Recommend additional products and services where appropriate
- Continue to improve technical job knowledge

When applying for this position please refer to Job Code # ABS-CSR-01.