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## CAREER OPPORTUNITY

### Customer Service Representative

#### About Us:

MetaLINK Technologies has been serving our customers since 1996 providing High-Speed Broadband Internet, Fiber Transport, Co-location, Web Hosting, and Hosted Phone Services and systems.

Locally owned and operated, our goal as your service provider is to offer you and your business fast, reliable Internet access and professional world class technical support to keep your connection running smoothly.

We are proud of the quality services that we provide to your businesses and households. We are active community members reaching out to help continue to build on the strength of our hometowns.

Serving Northwest Ohio, Northeast Indiana, and Southern Michigan, our footprint of services is growing along with our professional services we provide.

#### Benefits

- Major Medical – Dental – Vision
- HSA – monthly company contribution
- Life Insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Workers Compensation
- 401(k) with Company Match
- Holiday Pay
- Paid Time Off
- Bereavement Leave
- Educational Reimbursement
- AFLAC Supplemental Insurance

#### Perks

- Costco, Sam's Club or Zoo Membership
- Gym Membership
- Wellness Program
- Free Internet with Managed Wi-Fi
- Discounted SFN Streaming TV Service
- Holiday Party
- Holiday Turkey and Ham
- Flexibility to Donate PTO Time
- Employee Bonus Plan
- Christmas Club Savings Plan
- Voluntary Life Insurance

Job Type: Full-time

Starting Pay Range: \$15.00 per hour

***Committed to deploying Innovative Broadband Technologies in our local Communities.***

## **Customer Service Representative Job Description**

### **Job Responsibilities:**

- Markets, explains, sells, and registers new customers for all MetaLINK services and explains our value.
- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels including email, text, online chat, letters, in-person and on calls regarding service questions or concerns, including service orders, billing and service plan changes.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues, as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Operate office equipment as necessary
- Works with all departments to create processes, schedule, and complete service orders for service changes, additions, deletions, or repairs.
- Handles billing issues including investigating problems regarding billing issues and making decisions about resolution options. Processes customer payments.
- Enters relevant customer data in proper logs and databases, including billing information and new account information.
- Completes various correspondence to customers including marketing material, letters, credit card payments, and welcome packets.
- Accuracy and attention to detail is very important.
- Recognize, document, and alert the supervisor of trends in customer calls and recommends process improvements.
- Works well in group environment and on their own
- Self-motivated, outgoing, and willing to go above and beyond
- Serves as liaison between the customer and various departments
- Has a pleasant, friendly style and is willing to build long-term relationships with customers
- Assists the Marketing Department with social media, ad creation, tradeshow events, etc.
- Other duties as assigned by Management.

### **Knowledge and Skill Requirements**

- High school diploma, general education degree or equivalent.
- Must be able to work efficiently in a fast-paced environment.
- Reliable, punctual, service-focused and team oriented.
- Ability to multitask, prioritize and manage time effectively.
- Ability to stay calm when customers are stressed or upset.
- Adapts easily to change.
- Computer knowledge is a necessity. Microsoft Suite of Services knowledge also preferred.
- Experience working with customer support.
- Answer phones and respond to customer requests.
- Basic reading, writing, and arithmetic skills required.
- Must have a valid driver's license and pass all security and background checks
- Ability to learn customer service software applications.
- Duties require professional verbal and written communication skills and the ability to type 50 wpm.

The above statements are intended to describe the general level of work being performed. They are not to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.