



417 Wayne Avenue
Defiance, OH 43512
humanresources@team-meta.net
www.metalink.net

CAREER OPPORTUNITY

Customer Service and Sales 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 the 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 **OR** Membership Reimbursement for Amazon, Wal-Mart+ or DoorDash
- Gym Membership
- Wellness Program
- Free Internet with Managed Wi-Fi
- Discounted SFN Streaming TV Service
- Holiday Party
- Holiday Turkey or Ham
- Flexibility to Donate PTO Time
- Employee Bonus Plan
- Christmas Club Savings Plan
- Voluntary Life Insurance
- Employer-Owned Car
- Employer-Provided Cellphone

Customer Service and Sales Representative Job Description

Committed to deploying Innovative Broadband Technologies in our local Communities.

General Summary:

The Customer Service and Sales Representative fosters a deep understanding of customer needs while promoting and selling subscriber services. This position performs a crucial role in strengthening, nurturing, and growing our subscriber base. They will be self-motivated, passionate about sales, have excellent verbal and written communication skills, and possess strong interpersonal skills to handle customer inquiries confidently.

Essential Job Functions:

- Promotes, explains, sells, and registers new customers for all MetaLINK services and explains our value.
- Maintain professionalism and integrity in all interactions with subscribers.
- 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.
- Ability to acknowledge and resolve customer inquiries confidently.
- Knowing our services inside and out so that you can answer questions.
- Processing orders, forms, and requests.
- Keeping records of customer interactions, transactions, and comments.
- Communicating and coordinating with colleagues.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Operate office equipment.
- 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.
- Accuracy and attention to detail are very important.
- Recognize, document, and alert the supervisor of trends in customer calls and recommend process improvements.
- Works well in a 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.
- Other duties as assigned by Management.

Knowledge, Skills, and Abilities:

- Self-motivated and sales-driven work ethic.
- Proven experience in a customer-facing, service, and sales environment with a focus on customer excellence.
- Demonstrated ability to de-escalate customer concerns and deliver first-call resolution.
- Experience managing high-volume, multi-channel customer interactions (phone, email, chat, in-person)
- Ability to build customer loyalty and long-term subscriber relationships.
- Experience working with Customer Relationship Management (CRM) systems.



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- Ability to navigate multiple software platforms simultaneously while maintaining accuracy.
- Familiarity with billing systems, service order processing, and account management tools.
- Strong data entry accuracy and system documentation discipline.
- Ability to explain services in customer-friendly language.
- Highly organized with effective time management and prioritization skills.
- Strong attention to detail with a focus on accuracy and accountability.
- Ability to collaborate cross-functionally with operations, billing, and technical teams.
- Demonstrated adaptability in a fast-paced, evolving environment.
- Basic reading, writing, and arithmetic skills required.
- Must have a valid driver's license and pass all security and background checks.

Education and Experience:

- High school diploma, general education degree or equivalent.
- Prior subscriber-based customer service and sales experience preferred.

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.

Job Type: Full-time

Starting Pay Range: \$18.00 to \$25 based on experience