
Position:	Customer Support Representative	Type:	Full Time
Location:	Kingston, NY	Date Added:	April 11, 2023

Position Summary

The Customer Support Representative will have a primary focus of supporting the onboarding and ongoing service support for residential and commercial customers throughout the communities we serve. Committed to providing the highest quality service, the Customer Support Representative role supports all customer technology and service inquiries, including repair, billing, and account management for fiber broadband and telephone services.

Duties/Responsibilities:

- Effectively leverage tools, quality guidelines, processes, and resources to drive first contact resolution.
- Communicates, engages, and provides customers with education on products and services.
- Maintains excellent customer rapport by listening to and resolving concerns and answering questions.
- Interacts with customers in a professional, courteous manner including when responding to escalations and repeat customer concerns.
- Effectively works to build a consultative relationship with the customer to create understanding and resolve all concerns.
- Educates and promotes self-service options.
- Provides day of job and dispatch support to Field Technicians
- Follows established support processes procedures, including use of appropriate resources and desktop tools. Enters and completes orders according to established business rules.
- Normal work shift may include weekends; may include 10-hour days for 4 days a week and must be available to work overtime including weekends, evenings, and holidays as necessary.
- Regular, consistent, and punctual attendance.
- Other duties and responsibilities as assigned.

Required Skills/Abilities:

- Exceptional customer service skills.
- Strong ability to multitask.
- Ability to communicate with and support customers in voice (phone) and digital communication (chat, SMS, email, social media) channels.
- Self-motivated with strong time/self-management skills and interpersonal communication skills to work closely and collaborate with customers, subcontractors, and cross functional departments.
- Ability to solve customer problems quickly during stressful situations.
- Excellent communication (oral and written) skills.
- Possesses high sense of urgency, strong work ethic and is results oriented.
- Always operates with a team player mentality.
- Ability to receive and learn from feedback provided related to performance.
- Ability to work independently and make sound decisions, engaging assistance from supervisor and/or other teams as required.

- Must be able to work independently in a fast paced, structured environment and maintain composure in stressful situations.
- Meet all home office requirements.
- Ability to read, write, speak, and understand English.

Education and Experience:

- High school diploma or equivalent required.
- One or more years of customer service, sales and/or technical support preferred.

Work Conditions:

- Must be able to wear a telephone headset and utilize multiple tools and computer programs.
- Virtual, home-working position with requirement to engage with teammates virtually via video calls and group chats.
- Must meet all home office requirements to include a private workspace with limited distractions and background noise, internet service with direct fiber or cable connection capable of at least 25mbps, and adequate heat and lighting.
- Long periods of sitting and working via computer.

Compensation and Benefits

Competitive salary and benefits package

How to Apply

Interested applicants must submit a resume and cover letter (detailing how they meet our requirements and how this position aligns with their career goals) via email to career@archtopfiber.com.