



Job Posting

Location: Kirkland, WA

Multiple positions available

Job title: Customer Service Representative (CSR) I, II, III

Reports To: Customer Service Manager

Type of Position:
Full – time, non-exempt

Salary:
Hourly, DOE

Posting Period:
Until filled

Purpose of Position:

Provide outstanding customer service and support to Wave Broadband customers. Answer inbound phone calls and emails from customers regarding products, sales and billing inquiries. Effectively communicate and explain benefits of target products to maximize sales revenue. Ensure high quality and accurate service by assisting, and resolving a wide variety of customer requests, inquiries and complaints.

Responsibilities:

- Sell target products and packages
- Utilize friendly and professional phone demeanor to ensure quality phone experience with Wave
- Provide accurate and efficient feedback to customer inquiries regarding billing to minimize customer call backs (first call resolution)
- Utilize billing system and other sales and marketing related tools to effectively identify and quickly provide answers to customer inquiries
- Resolves customer questions and concerns efficiently by actively listening, communicating clearly and concisely, and assuring customer understanding
- Processes installation, service change, disconnect and trouble call work orders according to departmental policies and procedures
- Resolves problems on the first call, with a minimum of transfers, by consistently improving personal technical knowledge and understanding
- May perform other duties as required

Qualifications:

- Phone customer support/service related background in call center environment preferred
- High school diploma or equivalent
- **Bilingual in Spanish a plus**
- Exhibits strong interpersonal skills with the ability to relate to customers, peers, and management. Is positive, pleasant, and respectful
- Friendly, enthusiastic and outgoing demeanor
- Demonstrates a thorough knowledge of cable and data products and services
- Ability to learn and retain new information and concepts quickly
- Demonstrates ability to diagnose and solve problems
- Exhibits the ability to follow direction and possesses the ability to follow through
- Displays proven good judgment and proactive decision-making skills

- Must possess the ability to adapt to change
- Must have experience in a quota based sales environment
- Cable Television industry experience preferred
- Telecommunications experience preferred

Diverse Workforce / EEO:

Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:

Candidates may submit cover letter and resume to careers@wavebroadband.com