



Customer Service Representative

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

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.