

Customer Service Representative

As a Customer Service Representative, you will be assisting the delivery of Center City's Mission: To provide comprehensive Telecommunication services to organizations.

Duties and responsibilities

- Perform standard office functions: answering multi-line phone, faxes, emailing, filing
- Communicates concise and accurate information to customers
- Enter new customer accounts into CRM with service type, pricing, billing, and other required information.
- Confirms understanding of customer needs, issues, and requests.
- Listens for and identifies opportunities to cross sell additional products and services.
- Solves problems on the customer's behalf by engaging the right department and people within perspective carriers
- Order new service for existing customers, repair orders, disconnect orders and provide additional pricing quotes for services
- Escalates more complex issues to appropriate level.
- Follow up on all new orders, repair orders and disconnect orders for accuracy
- Provides standard information and education regarding service options, charges, billing, and contracts.
- Attempts to retain customers who call to cancel services by probing for cancellation reasons and offering alternatives.
- Strives to meet or exceed service and operational goals established by management, including productivity, quality, and timeliness goals.

Position Requirements

- High school diploma or general education degree (GED)
- 2+ years of business to business (B2B) telecommunications experience
- General knowledge Microsoft Products and Usage
- Strong communication skills (verbal and written)
- Hourly Pay (\$16.50)
- Health Care Benefits