

Attention National Guard Members, Veterans and Transitioning Military:

To apply for this position visit <http://casy.msccn.org/JobSeekers/CreateAccount.html> < Caution-
<http://casy.msccn.org/JobSeekers/CreateAccount.html> > and Login or Register. Click on "Search Openings". Enter the Req # listed below in the "Auto req ID" field to search for the corresponding position.

Military Spouses may apply by logging in or registering here:
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<http://msccn.org/JobSeekers/index.html> > Click on "Search Openings". Enter the Req # listed below in the "Auto req ID" field to search for this position.

Search for Req #: 161495BR - Tech Support for Cable Industry WAH - Lower 48 USA

This position is open until filled.

JOB DESCRIPTION:

Provide residential customers with outstanding technical assistance and responses pertaining to general inquiries. We are searching for enthusiastic, tech-minded professionals with the ability to connect with customers and succeed in delivering extraordinary service. If you are confident in your skills, and are interested in advancing your career and gaining valuable experience from home, this is the opportunity for you!

Note: These positions are 100% work from home and are only available to residents of the contiguous United States.

Responsibilities:

Answer inbound calls regarding technical issues and general billing inquiries

Access customer records and verify customer account information

Identify potential customer needs and recommend solutions based on those needs

Access customer databases, knowledge resources, and technical applications to determine root causes and resolutions

Interact with client departments (test desk, field service, dispatch) regarding escalations

Schedule a technician visit when an issue cannot be resolved via traditional troubleshooting methods

Process customer payments using credit or debit cards

Place follow-up calls to customers to ensure their needs are met in an efficient manner

Attend job-related training: new hire and refresher training, new product or service updates, and product cross-training

SUPERVISORY RESPONSIBILITIES:

This position will not supervise other associates.

EDUCATION and/or EXPERIENCE

High School diploma or equivalent

Basic PC keyboarding skills; Microsoft Office experience (Outlook, Word, Excel)

Direct client contact technical support experience

Excellent verbal and written communication skills

Strong problem-diagnosis and problem solving skills

Multi-tasking skills, showcased through the use of several applications

Experience working with CRM applications (preferred)