

Customer Service Representative

Bascom Communications was started in 1906 by rural residents that were neglected to be served by the large national companies and didn't want left behind. We have persevered for 115 years by looking out for each other and our local community. We are industry and local leaders in technology and have managed to expand our state-of-the-art networks while being true to our cooperative roots. We refuse to go away. This is our home and we protect it and go the extra mile to support our customers, family, neighbors, and friends. We have made a commitment to providing the best services to this area and to continue to fulfill that commitment we are in need of some more help. We are currently looking for someone to fill one of our Customer Service Representative roles as part of our excellent team sharing and spreading our message. If you have the ambition to take over the world, motivation to lead, stubbornness to demand more, flexibility to handle an ever changing environment, and the wherewithal to not take yourself too seriously and have fun, we have an exciting opportunity for you earning a competitive wage with some of the best benefits around!

We are looking for someone to be the excited and positive first impression to customers. This position will greet those that call and come into the office and help get them to the appropriate people or help get their needs and answers met along with other office work. This position has no supervisory responsibilities. Extra consideration to those with prior customer service experience, but that is not necessary, we are focused more on demeanor and ability to learn. If you fit this description, and you're also interested in doing challenging but important work, we'd like to meet you.

Responsibilities include the following. Other duties may be assigned.

- Respond to public inquiries in a timely and courteous manner with appropriate follow-up through the proper channels.
- Provide support as may be required to end users for troubleshooting and maintenance purposes and relaying trouble reports to the appropriate departments.
- Maintaining confidentiality and security of customer data.
- Sales of services to members and non-members while staying up-to-date on product offerings.
- Handling of payments via walk ups and drive through and creating the bank deposits.
- Demonstrate accuracy in recordkeeping, including cash receipts and required reports.
- Performs all work in a safe manner and observes all security procedures.
- Communicate with techs and customers to make sure that customer expectations and deadlines are being met as an active participant in project management.
- Consistently maintains an acceptable attendance record.

Requirements

- Possess a positive, caring, and helpful attitude
- Use of effective time management and self-accountability
- Have a strong team orientation
- Basic computer skills
- Possess good telephone skills and etiquette
- Willingness to learn
- Ability to meet physical requirements of the job (sitting for long periods of time, etc.)
- Must be able to pass drug screen

POSITION OPEN TO PART-TIME OR FULL-TIME POSSIBILITIES

Salary

- \$13.50/hr
- Bonus Eligible
- Free Internet in service area
- Full time employees eligible for full suite of benefits

Please submit a resume to jobs@bascomtelephone.com.