



Empire Access Job Description

JOB TITLE:	Customer Service Representative
DEPARTMENT:	Customer Service
WORK LOCATION(S):	Prattsburgh, NY
REPORTS TO:	Customer Service Supervisor

JOB SUMMARY:

Empire Access is seeking a Customer Service Representative to answer customer questions, sell our services, take trouble tickets, troubleshoot customer issues, complete service orders and provide a satisfying customer support experience. As a fast-growing fiber optic telecommunications company, Empire Access offers outstanding opportunities for energetic, self-motivated individuals with excellent communication skills. The primary responsibility of the customer service representative is to provide exceptional, personalized customer service!

RESPONSIBILITIES:

Your responsibilities will include, but are not limited to, the following:

- Ability to work with customers to resolve inquiries
- Recommend and sell products or solutions that best suit the customer
- Provide basic troubleshooting assistance to customers
- Maintain a high level of customer service and professionalism to a wide range of customers
- Ability to navigate through multiple computer applications with speed and accuracy
- Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals
- Ability to read and interpret documents

QUALIFICATIONS:

- Two-year degree or equivalent
- Good customer service skills or prior experience
- Exceptionally self-motivated and directed

- Excellent written and oral communication skills
- Ability to set and manage priorities
- Individual must be a good listener
- Highly organized with a keen attention to detail
- Excellent computer skills
- Must be comfortable working in a fast-paced, high-volume call center
- Ability to travel as needed with a satisfactory driver's license

SHIFT INFORMATION:

Because we operate 24 hours a day, 7 days a week, 365 days a year, we staff many shifts and ask our customer service representatives to be flexible.

JOB TYPE:

Full-time

ABOUT EMPIRE ACCESS:

Empire Access is one of the area's leading telecommunications companies, providing the latest in communications for business and home customers. Empire has provided telecommunications services for over 100 years, as a family-owned company now thriving under the third generation. Our company currently offers phone, Internet, TV and security services to over 25 markets in Upstate New York and Northern Pennsylvania.

OUR BENEFITS:

- * 401(k)
 - * Medical, dental, vision and life insurance
 - * Paid vacation, holidays and leave programs
 - * Tuition reimbursement
 - * Flexible spending accounts
 - * Business casual dress
 - * Volunteer opportunities
- * Benefit offerings for positions other than full-time may vary.

TO APPLY:

Online: Send email to jobs@empireaccess.com

By Phone: 800-338-3300

Empire Access is an equal opportunity employer.

