



## Customer Service Rep Humphrey, NE

Turnkey Management Company, LLC is looking for an energetic, growth-oriented individual with the skills and demeanor to be an effective Customer Support Representative. Turnkey continues to grow their operations and has provides staff for Stealth Broadband, as well as other Turnkey Holdings companies. Stealth Broadband is Platte Valley and Northeast Nebraska's leading Internet Service Provider focused on bringing fast / affordable Internet service across our service area. This position will be responsible for providing excellent customer service to customers as well as assisting our accounting staff with billing, accounts payable and other tasks as needed.

### **Responsibilities:**

- Primary option for answering Stealth Broadband phones.
- Respond to customer email inquiries.
- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products and services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Post payments to billing systems as payments arrive from Stealth Broadband customers.
- Performs all other related duties as assigned by management.

### **Required Qualifications:**

- Must be able to report during business hours to an office in Albion, NE
- High School diploma or equivalent
- Proven working experience with a focus on customer service
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Strong working knowledge of Microsoft Office
- Valid US driver's license

### **Preferred Qualifications:**

- Prior Customer Service experience
- Prior Customer Billing experience

### **Additional Information**

- Benefits including Health & Dental / 401K / PTO / Free Internet if in service territory