



Company: Beehive Broadband
Office Location: Lake Point, UT
Position: Customer Service Representative

For several years, Beehive Broadband has been voted by Utah Business Magazine and The Salt Lake Tribune as one of Utah's "Best Companies to Work For". Because of recent expansion, Beehive Broadband is looking for an AMAZING Customer Service Representative to join its Team! Full Time candidates will be considered.

Beehive offers Competitive Pay, great benefits including Medical, Dental, Paid Time Off, 401k, Gym Reimbursement, Free Internet, Advancement Opportunities, Fun Corporate Culture, Weekends and Holidays Off, and much MORE!

Beehive is looking for candidates that have experience providing customer service over the phone and seeking individuals with EXCELLENT customer service skills. Customer service experience with a technology background is ideal but not required.

Essential Job Functions:

- Provide excellent communication and problem-solving skills to help exceed customer expectations.
- Provide superior customer service with all customer interactions by assisting customers with new service requests, service plan changes, service questions and concerns, basic technical support, and troubleshooting, and responding to all customer questions and/or concerns.
- Provide support to internal Technicians during installations.
- Promotes and sells services to new and existing customers.
- Utilize retention techniques to proactively retain existing customers.
- Regular, consistent, and punctual attendance.
- Ability to multi-task and utilize various support systems simultaneously.
- Experience working with computers and common software (MS Office, etc.)
- Other duties and responsibilities as assigned.
- Must be a Team Player and work well with Co-Workers.

Education and Experience

High School Diploma or Equivalent.

Minimum of 2 years related experience in providing customer service.

Qualified and interested candidates should send resumes to jobs@beehive.net