

NCI Datacom, Inc.

Job Description

Job Title: Customer Service Representative (CSR)

Reports to: Office Manager

Compensation: Hourly

Work Schedule: 8am to 5pm and 9am to 6pm Monday through Friday. Saturdays 10-11am

Job Objectives: Primary responsibility for office clerical and phone tech support operations

Duties:

- Perform telephone support of NCI products and services, in particular dial-up and wireless internet access and email services.
- Maintenance of customer accounting and other records in the customer records system, Platypus. Including customer information, payment records, invoices, statements, deactivations, new customer paperwork, rates and billing dates.
- Scheduling service call work as indicated by troubleshooting activity.
- Scheduling installation work as indicated by customer requests in coordination with company procedure.

Other duties as assigned

Performance

Expectations:

Timely completion of tasks.
Duties performed in a friendly, courteous and professional manner.
Good understanding of all office procedures.

Qualifications:

General Knowledge of computers, Microsoft Outlook, Explorer, Word and Excel. Good organization and prioritization skills. Able to effectively handle multiple task and deadline requirements. Basic understanding of office operation and scheduling.
Able to perform basic technical assessments and troubleshooting.