



Member Support Specialist

The **Member Support Specialist** is responsible for performing all aspects of customer service and support related to our Company's communications products. Key areas of responsibility include providing quality customer support by phone and email, meeting service response time goals, troubleshooting problems, researching and answering customer questions, providing sales support and product information, friendly customer service and making process improvement suggestions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides excellent customer service and tier-1 technical support/troubleshooting.
- Processes and tracks customer service orders and following up as needed.
- Maintains and updates customer records through the normal course of customer contact.
- Informs and advises customers on communication services and products that fit their needs including phone, internet, digital TV, and cellular product lines.
- **Coordinate** with inside and outside plant departments to process customer service orders.
- Updates Member Support Manager as needed to improve and/or identify weak, inefficient or inaccurate steps in the process.
- Attends customer events at the request of the Member Support Manager. May include planning of, assisting with, and setup of customer and company events.
- Assists with special projects by analyzing data, maintaining records, and creating presentations for Member Support Manager.
- Researches and creates content and notifications for outages, upgrades, company newsletter, and social media communications.
- Other customer-focused efforts as directed by management.

QUALIFICATIONS

- Preferred: 2 or more years of experience in a customer service and/or office setting
- Relevant experience in a tech support, customer service role or an equivalent skill set.
- Strong customer interaction and people skills.
- Strong computer skills and technical knowledge
- Proven ability to provide quality customer service support.
- Strong problem solving ability.
- Ability to maintain confidentiality with sensitive customer data
- Strong organization skills to promptly address all customer inquiries.
- Ability to develop detailed knowledge of Company products, features and benefits.

HOW TO APPLY:

If you're interested or want more information, send us your cover letter and resume at jobs@rrt.net by December 22nd, 2020 or check us out online at www.redrivercomm.com.

This position is full time with excellent benefits to include; health, dental, life, and long term disability insurance, and a 401k with employer contributions. Not to mention time off benefits, discounted company services, great coworkers in a fast-paced environment.