



Job Title

Customer Service Representative

Company

ISOCNET - A company that helps small to medium size businesses utilize proven technologies, from Websites, Online Marketing Campaigns, Hosting, Email, Cloud Services, and overall Infrastructure. An ITaaS company that bridges the gap between quality service and proven technology.

Location

Florence, KY

Job type

Full-time

Job Summary

Our Mission: We are dedicated to providing the best Service and Solutions possible so clients can be proud to have ISOCNET as their Business Partner.

The primary focus of this position is to deliver our mission. This position requires strong interpersonal skills, dedication, persistence, follow-up, effective utilization of provided resources and unbeatable customer service.

Responsibilities and Duties

- Organize and maintain client files, correspondences, agreements, and other records
- Manage incoming calls, emails, and visitors. Resolve information requests and other tasks or route to the correct internal team member
- Handle client requests for information and assistance; research and follow-through with requests as needed
- Work independently as well as provide assistance to Account Managers and staff as needed. Including, but not limited to; website testing, website content population, SSL installation, email deliverability troubleshooting, DNS modification, report preparation, follow-up calls and emails, scheduling and documenting meetings, entering tickets, conduct research related to special projects, and general office support.
- Assist with projects
- Understand and be able to recommend all services provided by ISOCNET
- Perform any other duties as assigned within your team





Qualifications and Skills

- 3+ years of experience in a Customer Service role
- Proficiency in basic computer applications such as Microsoft Office (Word and Excel), email and internet.
- A drive for results, and a passion for learning
- Strong, professional oral and written communications skills
- Organized, detailed-orientated, dependable and flexible with the ability to manage multiple tasks
- Comfortable talking with clients on the phone and in person
- Ability to multi-task and learn aspects of the business for cross-vertical support
- Thrive in a fast-paced, high stress, technology driven environment.
- Aptitude to develop creative solutions to problems
- Strong analytical and problem-solving skills
- Excellent Customer Service Skills

Preferred but not Required

- 2-Year Degree or equivalent experience in IT, Communications, Marketing or Business
- Proficiency with IT Related Terms and Services.
- In-depth knowledge of email and the interworking of websites.

Salary: Starting at \$16 per hour, plus Benefits for Full Time Team Members (Health Insurance, Dental Coverage, Profit Sharing, 401K, PTO – *“Waiting Period may apply”*).

Shift: Normal office hours are from 8:00 am until 5:00 pm, Monday through Friday with a 2-hour flextime after 90 days.

