



CUSTOMER SERVICE REPRESENTATIVE

Do you have a passion for excellent customer service? Prefer to work for a company that would value you as an individual? If you answered yes, this may be the perfect opportunity for you!

ABOUT US

TTG is a seasoned voice, data, and mobile-managed services provider. We are committed to advocating for our clients and want someone who will bring their own positive personality, strengths, and talents to make our outstanding team even more exceptional!

RESPONSIBILITIES

- Handle client voice and internet repair cases through phone and email submission
- Partner with clients to meet their needs for new services by collecting relevant information, identifying/evaluating options, and suggesting a course of action
- Improve existing services by considering client/site objectives and making recommendations as a trusted advisor
- Voice and internet service order implementation (including DIA, POTS, VoIP, etc.)
- Manage clients' services by keeping an accurate and active record of all service-related information including but not limited to the vendor, service type, circuit IDs, telephone numbers, etc.

QUALIFICATIONS

Education: An associate degree in a related field

Experience: 4 years of Customer Service experience including 1-year technical support



Job Competencies

- Demonstrated ability to function in a non-scripted environment
- Excellent problem-solving and analytical skills
- Ability to develop exceptional client relationships
- Superb time and task management skills
- Ability to multitask
- Excellent written and verbal communication skills

SCHEDULE

This role requires a predetermined work schedule between 7:00 a.m. – 7:00 p.m., Monday – Friday. We have a hybrid policy that permits work from home after initial training.

BENEFITS

Flex Time

Paid Time Off

Paid Holidays

Health Insurance

Dental Insurance

Vision Insurance

Life Insurance

Flexible Spending Account

Health Savings Account

Professional Development Assistance

Tuition Reimbursement

401k

Hybrid Work Schedule (post-training)

To apply, please send your cover letter and resume to [Jo Schilling](#).