

Customer Care Representative

Customer Care Representatives are Atlantic Broadband's personal experts on the other end of the phone line for our customers whether they have questions on their bill, have service issues or are looking to add digital cable, digital home phone or internet services. If you are a pro at building relationships, have a desire to keep up with the latest technology and gadgets, and like to work in a team environment, this career is for you.

Responsibilities:

- Handle complaints concerning billing or services rendered, referring complaints of service failures to designated departments to seek resolution.
- Achieve proficiency in providing customer support for service complaints within a required time frame.
- Answer questions regarding services and products; receive telephone calls from cable customers to discuss billing questions and service concerns.
- Handle customer needs and promote cable services to existing and new customers with tact and courtesy.
- Place new installation orders, service orders for disconnects and service changes generated from the customer.
- Responsible for researching customer complaints and processing billing adjustments by inputting credits or other adjustments into the computer records for customer accounts.
- Handles customer calls via phone or in person and receives orders for installation, turn on, discontinuance, or change in service.
- Solicits sale of new or additional services.

Experience:

- One year call center/customer care or other related customer contact experience preferred.
- Basic computer/keyboarding skills.
- Ability to speak fluent Spanish, preferred.

Education Requirements:

- High school diploma or general education degree (GED) necessary.