

Customer Service Specialist

Are you a motivated individual who enjoys a variety of activities to fill your day? Are you a dependable, self-starting, problem-solver who gets excited about having a direct impact on business success? If yes, then MHTC is looking for you to join our team!

The primary responsibility of this role is to provide billing and customer support and is the primary point-of-contact for residential and/or small business customers of MHTC. The Customer Service Specialist will educate customers on Company products/services, packages, increased speeds and advanced services and will positively promote and sell Company products/services. CSS's will perform assigned duties and provide quality customer service to external and internal customers.

Requirements and Qualifications:

- HS Diploma or equivalent
- 2-3 years' experience in a customer service or sales role in a professional office setting
- Strong problem-solving skills with the ability to work through a complex set of issues and problems to find a sufficient solution
- Excellent verbal and written communication skills
- Positive attitude and desire to make a customer's day better
- Calm demeanor with ability to empathize with customers and work to create solutions
- Excellent time management skills with the ability to work independently
- Experience working with computers/wifi/technology preferred
- Previous experience in the telecommunications industry preferred

What's in it for you? MHTC offers an excellent benefits package and salary commensurate with qualifications and experience. From the start you would be an integral team member to our group of 20 employees that work together providing a distinguished level of quality service to our customers.