



**Open Position:** Customer Service Agent - Supporting our Boulder EUS Customer

**Submit Resume & Open Position Job Bid Form Per the CCI Website:** <http://www.ccicareers.com/opportunities.htm>

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### **Job Summary**

This position will be an integral part of the team by providing exceptional customer service while troubleshooting customers' programming and/or equipment issues, resolving issues in relation to claims, warranties, servicing products and accurately determining entitlement and setting up service options.

### **JOB REQUIREMENTS**

In addition to demonstrating world-class customer service, as a Customer Service Rep, you will have a wide range of responsibilities, including:

- Handling incoming call requests within a call center from customers to ensure programming, equipment, and account needs are met/exceeded
- Delivering customer service by communicating with energy and personal confidence
- Technical troubleshooting and gathering information from customers to identify root causes of customer problems and/or dissatisfaction
- Determining appropriate course of action to ensure the result is win-win and appropriately documenting the interaction through contact tracking
- Providing value added equipment/programming service options to customers to increase total customer service experience
- Utilizing required resources and applications to ensure first call resolution, accuracy and efficiency in resolving customers' issues
- Assisting customers with general inquiries

Base Pay: \$13.00 - \$14.50 /Hour  
Employment Type: Full-Time/Part-Time  
Job Type: Customer Service, Information Technology, Skilled Labor - Trades  
Education: Not Specified  
Experience: Not Specified  
Manages Others: No  
Industry: Computer Hardware, Computer Software, Consulting

Job ID: EUS