

Job Description

Our main goal at PlatinumTel Wireless is to provide customer support via phone, Internet, e-mail and chat to PlatinumTel customers. As a team, we partner with other Customer Service Representatives, the marketing department, and technical support in resolving customer service issues, establishing new accounts and providing ongoing support. Together, we provide users with basic technical support and online system training. We demonstrate the ability to resolve somewhat complex customer related issues and effectively interface with a customer while researching an issue (i.e. resolving a billing question or providing service information). This is accomplished through effective verbal and written communication skills.

Tasks, Duties, and Responsibilities:

- * To handle all customers inquiries.
- * To adapt to new processes and procedures.
- * To adapt to available and newly introduced systems and solutions.
- * To ensure proper discipline is maintained, and attendance is punctual and regular.
- * To interact with customers over the phone in accordance with all department policies and guidelines.
- * To ensure the greatest knowledge of the latest products and developments in the company and cellular industry.
- * To achieve our main mission of assigned quality service such service towards customer satisfaction.

At PlatinumTel we believe when you add the tasks, duties and responsibilities together, you achieve one important goal - extraordinary customer service. To achieve complete satisfaction, you must be alert, aware of changes, smile during the phone call and listen to the problem this creates an easier path for finding a solution. This position requires a friendly, open-minded, patient, and talkative person.