



Lynxx Networks Job Vacancy

Job Title: Customer Technology Consultant

Reports to: Kim Pampuch, CTC Manager

Job Overview: Work directly with a team of CTC's, engineers and marketing staff to provide customers with an excellent experience. Work with customer on minor troubleshooting, product information and billing inquiries. On the job training is available to candidates with little experience but a good attitude!

Responsibilities and Duties:

- Work with customers in person, on the phone, and via email.
- Help customers understand fiber internet and how our other products work with the fiber.
- Run monthly payments through banking software
- Assist customers applying for new service
- Enter and update customer information in billing system
- Help new customers sign up for fiber drops as needed
- Work with customers to set up payment plans for delinquency
- Work with engineers to determine qualified customer in new areas
- Become proficient in Lynxx services (Broadband, TV and Voice)
- Troubleshoot minor issues
- Other duties as assigned

Qualifications and Skills:

- Excellent communication skills
- Creative problem solving
- Flexible and adaptable to changes
- Investigate billing issues
- Ability to enter orders accurately
- Customer focused
- Knowledge of Microsoft Word, Excel, Teams products
- Willingness to learn!

Interested candidates can e-mail a resume and cover letter to:

Kim Pampuch, CTC Manager

kim.pampuch@getlynxx.com

Subject: Customer Technology Consultant