

## Customer Experience/Technical Representative- Job Posting

### Position Summary

Niagara Regional Broadband Network (NRBN) is the Region's leading service provider of high-performance data, voice, and networking solutions.

The Customer Experience/Technical Representative is an integral and versatile role, providing front-line support and acting as a liaison between the customer and various departments within NRBN. The Representative is responsible for building a rapport with new and existing customers, acting as the first point of contact for them, and collaborating with all departments within the organization to ensure the customer's needs are met. The Representative will troubleshoot both independently and with customer assistance to resolve technical issues, escalating to Level 2 Support if required. Due to their customer-facing role, the Representative must exude a positive, solution-oriented, and enthusiastic attitude in their interactions.

The Representative will direct calls to our Sales, Marketing, and Support teams, follow-up on technical support issues requiring resolution, and provide customers with information pertinent to their requests. This role requires the Representative to adapt well to changing tasks and potentially ambiguous situations.

### You Will Contribute to Our Team By:

- Working as part of our team to provide exemplary customer service and support to ensure that our customers receive consistently positive interactions
- Responding to customers inquiries and requests through various channels such as email, telephone, etc.
- Educating new and existing customers on products and services, and maintaining accurate records of each customer interaction
- Participating in projects and initiatives to enhance the overall customer experience
- Modifying services such as Internet, TV, and Voice for NRBN customers
- Identifying technical issue(s) and implementing solutions within scope of expertise
- Coordinating with Levels 2 and 3 Support as needed, and continuously following up with customers throughout the escalation process
- Working with our systems and processes to support customers while proactively anticipating their needs
- Keeping accurate records of call activities, support provided, and resolutions
- Ensuring confidential information is protected and consistent with NRBN's confidentiality processes
- Identifying and assisting with updating relevant departmental processes and procedures
- Supporting the organization by fulfilling all other appropriate duties relevant to the role and assigned by Management

### What Do you Bring to the Team?

- The ability to effectively prioritize and execute time-sensitive tasks in a high-pressure environment
- The capability to analyze and assess problems, collect the necessary information to identify key issues, and detect cause-effect relationships
- Effective communication skills including active listening, asking appropriate/pertinent questions, clarifying issues, and responding clearly to individuals with varying levels of understanding
- The ability to maintain a positive, empathetic, and professional attitude toward customers in all situations
- Resourcefulness and innovation when problem solving, troubleshooting, or conducting research

- Detail-oriented methodologies, with an understanding of the importance of precision and accuracy in documentation
- Strong organizational skills, allowing for timely recall and retrieval of information
- Exceptional telephone and written etiquette; the ability to provide information, feedback, and responses in a courteous, professional, and pleasant manner
- A strong knowledge of network infrastructure, network configurations/equipment, common operating systems, Wi-Fi, internet connectivity, and VoIP
- A diploma in Business Administration, Information Technology, or related discipline(s)
- Customer service experience, particularly with a focus on escalations, conflict resolution, and problem solving
- Experience and knowledge of internet infrastructure, networking equipment/configurations, common operating systems, Wi-Fi, internet connectivity, VoIP, hardware, and peripherals
- Specific experience with Cisco, Juniper, or HP networking equipment considered an asset
- Experience with Microsoft Office Suite, Billing systems, Sage 300 ERP, Powercode, Salesforce, or similar systems

### **What Do We Offer?**

- An attractive compensation plan with a combination of base salary and annual bonus
- A company-paid benefits plan (includes medical, dental and prescription medication)
- Enrollment in the OMERS pension plan
- An opportunity to work in a growing entrepreneurial organization with great culture that rewards success.
- An opportunity to join a fun, dynamic team with excellent potential for career advancement

### **Working Conditions**

- Primarily indoor office environment with some occasional local vehicle travel
- Extended periods of sitting, intense concentration, and repetitive tasks
- **Rotational shift hours will be required to ensure proper support coverage for NRBN customers during evening and weekends**

### **Special Conditions**

- This position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.

### **Language(s)**

- English
- Bilingualism (English/French) considered an asset

*NRBN is committed to the principle of equal employment opportunity. All employment decisions at NRBN are based on business needs, job requirements and individual qualifications.*

***We thank you for your interest, however only qualified applicants will be contacted***