

Wisper ISP is a leading wireless Internet provider with offices located in Illinois and Missouri. At Wisper we believe in building leaders within all levels of our company. Wisper is growing at a rapid pace.

We are looking for employees that exemplify our core values. If you love doing all you can for the customer, want to grow by collaborating with your co-workers, don't stop until you have found that perfect solution, love learning and are just an all around great person, we want you on our team!

Customer Experience Lead

Summary of Essential Job Functions

- Must be a "Voice" of Wisper, acting as a customer liaison
- Comply with the Wisper Core Values and ensure department adheres to company policy and procedures
- Work with other departments to ensure the work-flow remains smooth, including reviewing all assigned tasks
- Work closely with HR for hiring, training, scheduling, and performance management
- Perform managerial tasks including leading department meetings, approving time off, customer follow-ups, etc.
- Work to ensure that all training manuals, policies and procedures are up to date and perform ongoing team training
- Quickly diagnose, prioritize, and troubleshoot internal/external issues
- Ensure customers have access to online systems (bill pay, email account, etc)
- Resolve customer complaints
- Revise existing programs to increase operating efficiency or adapt to new technological requirements
- Other related duties as directed

Desired Skills and Requirements for Position

- Make customer satisfaction a priority
- High School Diploma is required
- Demonstrated desire and passion for leadership. Previous leadership (3+ years) experience is a plus
- Adaptable to fast-paced, high-change environment
- Organizational skills
- Be able to communicate effectively via phone, email, and message systems
- Must demonstrate personal accountability; be punctual for appointments and meetings
- Must pass a background check & drug screen
- Regular and predictable attendance required

Physical Requirements and Working Conditions

Physical Requirements: X-Light: Lifting 0-10 lbs. Moderate: Lifting 0-25 lbs. Heavy: Lifting 25+ lbs.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform this job, as long as that would not hinder or prevent performance of duties, or be a safety concern.

Key to show % of time requirements necessary to perform essential functions--0%= Zero (O) 1-35%= Little (L) 36-70%= Moderate (M) 71-100%= Great (G)

L - Bending/Stooping	L - Standing	L - Lifting	G - Fine hand & finger movements
L - Reaching above/below waist	G - Sitting	O - Taste/smell	O - Operate motor vehicle
L - Pushing/pulling movements	L - Walking	G - Keyboard	O - Operate various Equipment
O - Climbing stairs/ladders	L - Kneeling	L - Color/Depth Perception	

We are seeking a full-time exempt Customer Experience Lead to join our Customer Experience Team in our Mascoutah, IL office.

In this role, you will be responsible for leading the team of Customer Experience Reps on Tuesday – Saturday, 11:30 a.m. – 8 p.m. who are responsible for assisting our customers with a variety of billing, sales and support needs.