

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 Rep

### Summary of Essential Job Functions

- Effectively communicate with customers using phone, email or in person
- Follow Billing, Sales and Technical procedures without deviation
- Perform internal sales functions including determining service, selling packages and scheduling jobs
- Basic troubleshooting of customer's internet connection
- Follow proper escalation procedures
- Follow instructions
- Assist customers with billing needs including taking payment, explaining bills, etc.
- Ensure customers have access to online systems (bill pay, email account, etc)
- Perform administrative tasks that support client the customer
- Perform other related duties as required and directed

### Desired Skills and Requirements for Position

- Make customer satisfaction a priority
- High School Diploma is required
- 1+ year customer service experience
- Ability to quickly build rapport and credibility
- Comfortable with Microsoft Office and similar software packages
- Adaptable to fast-paced environment & able to prioritize job duties
- Ability to communicate effectively and professionally via phone and in writing
- Must pass a background check & drug screen
- Regular and predictable attendance required

### Physical Requirements and Working Conditions

Fast-paced, environment with multiple changes to schedules and fluctuating priorities.

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 non-exempt Customer Experience Rep to join our Customer Experience Team in our Mascoutah, IL office.**

**In this role, you will be responsible for providing the best possible care for our customers through billing, sales and technical support resolution. This position is Tuesday – Saturday 11:30 a.m. – 8 p.m.**