



Customer Service Representative

Medina Fibers Customer Service Representative will play an important role in the success of our organization and will assist the Customer Service Manager in all aspects of the customer journey.

Responsibilities:

- Greet incoming customers in a warm and friendly manner
- Help explain, demonstrate, and guide customers through our service offerings
- Field incoming customer calls and emails, as well as respond to inquiries/comments/questions via social media platforms
- Schedule and coordinate customer installs
- Assist customers with billing questions
- Troubleshoot customer connection issues
- Resolve customer complaints in a courteous manner
- Document customer activity into computer reporting programs
- Assist Team in organizing and executing event marketing activities such as presentations, local fairs and festivals, and open houses at our Demonstration Center, including set-up and teardown of needed equipment (Periodic Saturday's may be required)
- Assist with the marketing campaign by walking door to door to place door hangers in targeted neighborhoods
- Routinely evaluate inventory of sales support materials and office supplies, making sure all resources are available as needed
- Coordinate needed information with Medina Fiber operations and deployment teams

Qualifications:

- Excellent interpersonal skills for representing Medina Fiber in public, during media events, demonstrations and while participating at BBQ's and Block Parties
- Ability to proactively observe and recognize sales leads
- Strong written and verbal communication skills
- Good computer skills for generating reports, viewing marketing metrics, extracting data and sharing information with other Medina/Lit team members

Reporting To: Customer Service Manager

Employment Type: Full Time

Travel: Periodic local travel required

Relocation Package: None



Medina Fiber Equal Opportunity Program Policy

The employees of Medina Fiber represent a talented and diverse workforce. Achieving the full potential of this diversity is a business priority that is fundamental to our competitive success. A key element in our workforce diversity programs is Medina Fiber's commitment to equal opportunity.

Business activities such as hiring, promotion, and compensation of employees, are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, situation, or age. These business activities and the design and administration of Lit's benefit plans comply with all applicable laws, including those dealing with equal opportunity. For qualified people with disabilities, Medina Fiber makes workplace accommodations that comply with laws applicable to the company, and which Medina Fiber determines are reasonable and needed for effective job performance. In respecting and valuing the diversity among our employees, and all those with whom we do business, managers are expected to ensure a working environment that is free of all forms of harassment.

This policy is based on sound business judgment and anchored in our Medina Fiber values. Every manager at Medina Fiber is expected to abide by our policy, and all applicable laws on this subject, and to uphold our commitment to workforce diversity.