

CUSTOMER SERVICE REPRESENTATIVE II

The Customer Service Representative II is responsible for providing timely sales efforts and quality service to all customers, with primary focus placed on acquiring new customers and retaining existing customers.

The individual selected for this position must demonstrate strong customer sales and services skills in a fast-paced environment. This includes strong knowledge of existing products and services as well as the ability to learn new technologies as the field of telecommunications services advances. Must also demonstrate the ability to identify customer needs and cross selling as appropriate. Strong public relations, leadership, organizational, analytical and interpersonal skills, as well as excellent verbal and written communications skills, are required. Self-motivation with the ability to constructively and positively motivate others is a must.

Experience and Qualifications

A minimum of three years customer service experience, preferably in telecommunications, is required. High proficiency skills should be demonstrated utilizing Microsoft Office (Word, Excel) with strong organizational skills necessary to track prospective customers. Must be comfortable making unsolicited telephone calls and visits with prospective customers. Familiarity with telephone billing practices a plus. Bilingual ability (English/Spanish) is highly desirable.

Company Benefits Package

Health insurance, 401(k) plan, retirement plan, vacation and sick leave, life insurance, and short and long-term disability.

Job Location

Ingram, Texas

Salary Range and Work Hours

Competitive salary commensurate with experience
40 Hours Per Week

Deadline

This position may be filled at any time.

NO PHONE CALLS PLEASE

[Click here to download an application.](#)

Submit application and resume to the attention of Human Resources.

Mail: HCTC, P. O. Box 768, Ingram, TX 78025

Hand-Deliver: 220 Carolyn Street, Ingram, Texas

FAX: 830-367-5993

Email: personnel@hctc.net



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