



ABOUT US:

CPI Telecommunications is a customer-centric organization dedicated to providing exceptional service to our clients. We provide products and services designed to help our clients' businesses grow. We believe in going the extra mile to ensure customer satisfaction. We are currently seeking a detail-oriented and energetic Entry-Level Client Experience Representative to join our team and help us deliver a superior customer experience.

JOB DESCRIPTION:

As an Entry Level Client Experience Representative at CPI Telecommunications, you will play a vital role in ensuring our customers have a seamless and delightful experience with our products and services. You will be responsible for handling customer inquiries, resolving issues and proactively finding innovative solutions to meet their needs. We are looking for someone who is not only a self-starter but also possesses excellent communication skills, exceptional follow-through, and a commitment to providing outstanding customer support. Along with customer interfacing, this position will handle organizing and pushing through of orders to meet specific timelines. This person needs no background in telecommunications.

KEY RESPONSIBILITIES:

1. **Customer Support:** Respond to customer inquiries, set up and perform customer welcome calls, customer surveys and provide accurate and timely information via phone or email.
2. **Problem Resolution:** Proactively identify and resolve customer issues, issues that are stalling the completion of orders, thinking creatively to find unique solutions that exceed customer expectations.
3. **Detail-Oriented:** Maintain accurate records of customer interactions, ensuring all necessary information is documented for future reference.
4. **Effective Communication:** Demonstrate excellent oral and written communication skills while interacting with customers and internal teams.

5. Go the Extra Mile: Strive to exceed customer expectations by going above and beyond to resolve problems and ensure customer satisfaction. Willing to assist other team members resolve issues.
6. Follow Through: Take ownership of customer issues as well as internal issues related to the customer experience and see them through to completion, ensuring that timelines and promises made are kept.
7. Organizational Skills: Maintain a well-organized workflow to efficiently manage multiple customer inquiries and tasks simultaneously.

QUALIFICATIONS:

- High School diploma or equivalent; additional education or training is a plus.
- Excellent oral and written communication skills.
- Energetic and self-motivated with a positive attitude.
- Detail-oriented with strong problem-solving abilities.
- Ability to think outside the box for creative satisfaction.
- Strong organizational skills and exceptional follow-through.
- Basic computer skills and customer service or administration experience. Sales Force experience a plus but not necessary.

BENEFITS:

- Competitive Salary
- Comprehensive Training and development
- Opportunities for advancement into several other areas of the company
- Health, Dental and 401K benefits
- Vacation and Personal Days
- Friendly and collaborative work environment