

Customer Service Representative

Position Overview

A Customer Service Representative (CSR) serves as the frontline ambassador between our company and its customers. The ideal candidate will have a commitment to resolving challenges, a passion for helping others, and the ability to communicate effectively. This role is multifaceted, blending problem-solving, product expertise, and proactive engagement with both individual customers and co-workers.

Key Responsibilities

- Effectively communicate product packages to customers, both over the phone and in person.
- Actively listen to customer concerns and inquiries, providing clear, concise, and knowledgeable responses across all channels (phone, email, in person).
- Provide real-time troubleshooting assistance to customers, offering solutions for product usage, technical problems, and general inquiries.
- Demonstrate patience and adaptability when dealing with complex or sensitive customer situations.
- Problem solving and issue resolution.

Required Skills and Qualifications

- Exceptional verbal and written communication skills, with the ability to interact confidently with diverse customer groups.
- Comfortable and proficient with troubleshooting over multiple channels, including phone, email, and face-to-face interactions.
- Ability to sell products and solutions with authenticity and integrity.
- Willingness to learn and embrace new challenges.
- Strong organizational skills, including documentation and record-keeping.
- Proficiency with customer relationship management (CRM) systems and related technologies.

Preferred Experience

- Previous experience in customer service, sales, or a similar client-facing role.
- Experience working in multi-channel customer support environments.
- Demonstrated success in delivering exceptional customer experiences.

Work Environment and Culture

For individuals seeking a steady role in a collaborative setting, with access to outstanding benefits and a supportive company culture, this position at MT Networks represents an exceptional opportunity. This position would be working out of our Madison or Burlington, KS offices. The office hours are set from 8:00 AM to 5:00 PM, Monday through Friday. MT Networks is also committed to the well-being and financial security of its employees. As evidence of this commitment, the company offers a robust benefits package. This includes vacation and personal time off, health care coverage, 401k contributions, life insurance, and other benefits.

Application Instructions

Interested candidates should submit a current resume and cover letter detailing their relevant experience, skills, and motivation for joining the customer service team. Applications are accepted via email or in person at either office location.

Email: hr@mtnetworks.com

Madison office: 117 N 3rd Street, Madison KS 66860. Office hours 8am-5pm, M-F

Burlington office: 814 N 4th Street, Burlington KS 66839. Office hours 8am-5pm, M-F

Equal Opportunity Statement

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, disability, or other protected status. We encourage candidates from diverse backgrounds to apply and join us in our mission to empower rural communities.