



After Hours Customer Support

Growing rural broadband Internet company seeks bright and friendly individual to join our customer support team!

Allband Communications Cooperative is a fiber to the home and fixed wireless High-speed Internet and telephone provider whose mission is to provide reliable and reasonably priced access to unserved and under-served areas of rural Northern Michigan. We have excelled for over 15 years in bringing advanced communications to the most rural areas of Northern Michigan and rival the technologies of most urban locations in Michigan. We are actively seeking talented and experienced leaders to help drive Allband farther into the rural communities of Northern Michigan that need our help! Together we CAN bridge the digital divide.

As a member of our After-Hours Customer Support team, you will work closely with our Office Administration Team. This position will consist primarily of answering phone calls, monitoring communications from social media or returning messages in a timely manner, maintaining logs of necessary information, escalating tickets to our office staff, and maintaining healthy relationships with our customers. The ideal candidate will be friendly and courteous, have a positive attitude, and always willing to learn and develop new skills. Primary responsibilities for this position include:

- Answer customer inquiries and provide necessary information and customer service, including new service requests and scripted technical support via telephone, email and social media.
- Keep records of customer interactions, process customer tickets and escalate documents in a timely manner.
- Follow communication templates and guidelines.
- Take the extra mile to engage customers.
- Identify and assess customers' needs to achieve satisfaction.

QUALIFICATIONS & ATTITUDE:

- High School Diploma or GED required.
- Must be a self-starter with excellent interpersonal and communication skills with a talent for customer service.
- Must have strong ability to work independently and exercise sound judgment and problem solving.
- Excellent communication, calming demeanor, patience, listening and comprehension skills.
- Enjoy being a self-starter and comfortable working with little supervision.

Select candidates will be required to complete a pre-employment assessment and a background check.

Allband is an equal-opportunity employer and participates in workman's compensation.

Position is subject to an initial probationary period of 3 months and is an at-will position.

SCHEDULE:

As this is an after-hours support position, you will be expected to be available whenever our office is closed, including weekends and Holidays. The hours will be as follows:

Weekdays:

- 5PM – 8AM

Weekends and Holidays:

- Shift 1: 8AM – 5PM
- Shift 2: 5PM – 8AM

This is a remote based position, but customers of Allband and applicants from local or surrounding areas are encouraged to apply. Requirements for this position are limited, as very few phone calls, emails and social media messages are received after business hours. (Typically, only 0-2 per shift)

COMPENSATION:

This is a flat rate position of \$35 per shift, with the option to work multiple shifts, if desired.

REQUIREMENTS:

As a work-from-home customer support representative, you are responsible for supplying your own computer, landline phone, and must have access to reliable high-speed Internet. We will provide phone service to you if the property is equipped with our fiber service (not applicable to our Internet service). A cellular phone is not required but is encouraged to have as a backup to your landline service.

Please submit your resume and optional cover letter to: office@allbandcomm.com

Please call our office at 989-369-9999 if you have questions or want to verify that we have received your resume.

Thank you and we look forward to hearing from you!

- The Allband Team