

Customer Support Representative

Rural WiFi - Who We Are

In a very short time Rural WiFi has become the only broadband provider on the market that offer every type of broadband solution available - Fibre, 5G, Wireless, High Speed and Satellite. As broadband is extremely dependant on location this offering allows us to cater to everyone in Ireland and not just the city dwellers. We were the first to bring WiFi to the Aran Islands and most recently got the locals of Bere Island off Cork from 2MBs to 60MBs.

Want to join an award-winning team?

- CX Impact Awards 2022 - Winner Technology, Media and Telecoms - Rural WiFi
- CX Impact Awards 2022 - Rising Star of the Year - Winner Rural WiFi Evan Cotter
- Bonkers.ie National Consumer Awards 2022 - Runner Up & Special Mention Best Customer Service - Rural WiFi
- Irish Enterprise Awards 2021 - Best Emerging Telecoms Company - Winner Rural WiFi

The Perfect Candidate - Who You Are

You will be the first point of contact for one of our most important assets, our customers. As our Support Representative, you will be an essential part of helping Rural Wifi build and grow trust with our customers by fully listening, and appropriately and swiftly responding to them. This role is critical to the improvement of our product because you will be the first representative to receive and respond to users who have questions, insights, and issues about our products.

Training is provided but having a passion for technology will help aid you in this role. Someone patient, calm and friendly is essential as you are dealing with frustrated customers who only reach out when they have no internet.

Key Objectives

- Offer superb customer experience to customers.
- Warmly onboard new customers joining Rural Wifi.
- Carrying out daily admin tasks related to sales, support and customer onboarding.
- Reach required service levels and call quality.
- Make retention calls to customers who have indicated they wish to cancel services.
- Customer nurturing and retention.
- Handle and follow up customer queries, providing prompt solutions.
- Follow communication procedures, guidelines and policies to ensure issues are dealt with in the highest possible standard.
- Create and monitor ticket pipelines on our HubSpot CRM to ensure every support issue is tracked and monitored correctly.
- Prepare orders for shipment.
- Monitor returns.





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Connecting Rural Ireland

- Recognise sales opportunities and up-sell to the current customer base.
- Monitor SIM replacements.
- Credit control.
- Working along with other departments to ensure the smooth operations - sales, accounts and marketing.
- Recommend changes in products, services, and policies by evaluating results and competitive developments.
- Contribute to team effort by accomplishing related results as needed.

Someone tech-savvy is crucial to this role as a lot of customer queries require assistance in turning on their router or resetting it to their factory settings. Training is provided but having a passion for technology will help aid you in this role.

Someone patient, calm and friendly is essential as you are dealing with frustrated customers who only call when they have no internet.

Essential Candidate Skills And Experience

- Proven Customer Support/Service experience or experience as a client service representative in a Call Centre environment is desirable.
- CRM experience - HubSpot desirable.
- Strong phone contact handling skills and active listening.
- Excellent and demonstrable people and communications skills.
- Taking care of the details. Is accurate in recording information clearly and concisely.
- Strong relationship skills.
- Organisational skills.
- Time management skills.
- Customer orientation and ability to adapt/respond to different types of situations
- Ability to work independently in order to effectively structure a day to allow for key sales-related activities.
- A proven track record as a self-starter.
- Computer skills and tech-savvy.

Minimum Qualifications

- A bachelor's degree.
- 1 year of professional work experience.

Salary: DOE, small commission package, quarterly bonus based on KPIs.

Location: Dublin 15.

Reporting to: COO.

Job Type: Full-time, Permanent.

Hours: Office based Monday to Friday 09.30-6.00 or 08.30-5.00. 1 hour lunch.

Annual Leave: 20 Days & Public Holidays

Benefits: Pension & Health Care **Start Date:** Immediate

This is an exciting opportunity with potential for growth and career progression.

