

Job Posting – Customer Response Center (CRC) Tech

(Computer Tech Support – Temp position/40 hrs. weekly/2nd shift 2:30 p.m. – 11 p.m.)

HG Staffing is seeking individuals experienced in customer service, computer and/or troubleshooting skills to work in Ben Lomand's Customer Response Center.

Essential Job Functions and Requirements:

1. Take trouble calls for all Ben Lomand products and service offerings.
2. Performs technical support by answering phone calls, gathering relevant customer information and providing technical support for Broadband, video, voice and security services. Responsible for assisting customers with diagnosing software and hardware problems. Will provide information regarding issues affecting speed and connectivity to broadband services. Assists customer in resolving basic issues with their Web browser or email accounts.
3. Perform data entry to build accurate customer service history.

Education and Experience

High school diploma or equivalent. Customer service and computer skills required; preferably PC troubleshooting and maintenance. A+, Network + and/or Security + Certifications are beneficial but not required.

Must apply in person with résumé and job references at:

HG Staffing

477D North Chancery Street

McMinnville, TN 37110

Pre-employment drug testing and background check required prior to employment. EOE.