

JOB POSTING

Customer Service Shift Supervisor / Manager

Turnkey Internet (<http://www.turnkeyinternet.net>) is currently looking to fill the above full-time position

The qualified individual will be working out of our Albany, New York office.

Turnkey Internet is a leading Internet service provider offering cloud hosted services – focusing on web hosting, colocation, cloud, and software as a service (SaaS) products. TurnKey Internet is a fast growing company, with 10+ years in the Capital Region – offering outsourced IT on Demand to clients across the street, and the globe. We are seeing hard working qualified candidates to join our growing team as we expand further in the Capital Region.

Applicant will be responsible for a small team of customer service staff that focus on online live chat, ticket help desk, and phone based customer service, Ability to monitor and direct resources, resolving, and documenting customer issues and ability to create, and maintain proper procedures to ensure the highest possible customer satisfaction. The candidate must have knowledge of general customer service, basic accounting principles for billing related matters, and ideally has some back ground in Information Technology (IT) or Web Hosting.

The applicant should display a positive and proactive attitude, strong organizational skills, the ability to prioritize and multitask and be a strong communicator, both on paper, in emails, and over the phone, as he or she will frequently deal with higher levels of management and a worldwide customer base. Candidate may also be required to perform other administrative tasks by management that may be outside this job description. This position is perfect for an individual with willingness to learn and grow with the company.

Position Qualifications

- Customer service experience (at least 1 year)
- Some accounts/receivables experience
- Ability to communicate clearly and professionally
- Strong data entry skills
- Strong customer service skills
- Strong ability to deal professionally with clients both via phone and email
- Strong organizational skills and attention to detail
- Experience on help desk systems a plus

Position Duties

- Oversee customer service during shift
- Manage work queues, allocate resources as needed
- Prepare and maintain various reports
- Interact with customers to resolve outstanding issues
- Other duties as required and assigned by management

Position Hours

- Monday – Friday 9am – 5pm

Salary based on prior experience. 100% company sponsored health benefits / health care included, as well as 401k and expenses.

TurnKey Internet, Inc is an Equal Opportunity Employer.

Send your resume and salary requirements to jobs *@turnkeyinternet.net.

Please include the job title in the email subject line. We look forward to hearing from you.