

## Job Title: Customer Experience Agent Level 1

**Company:** Bertram Communications LLC

**Location:** Random Lake, Wisconsin

**Employment Type:** Full-Time

### About Us:

Bertram Communications is a leading Internet Service Provider committed to delivering high-speed internet services to our customers. We provide a full suite of internet connectivity solutions, including fiber to the home and internet over fixed wireless, ensuring reliable and high-speed connections for all our clients. We are dedicated to innovation, excellence, and providing top-notch connectivity. Join our team and help us shape the future of wireless and fiber internet services.

### Job Description:

The Customer Experience Agent Level 1 is responsible for answering phones and trouble tickets for internet service support. This role involves being the first point of contact for our customers, providing timely and effective solutions to their technical issues, and ensuring a positive customer experience.

### Responsibilities:

- Answer incoming phone calls and respond to customer inquiries and trouble tickets in a timely and professional manner.
- Provide basic technical assistance and support to customers regarding their internet service, including troubleshooting connectivity issues and resolving service interruptions.
- Assist customers with setting up and configuring wireless routers and other networking equipment.
- Guide customers through basic troubleshooting steps for common issues, such as slow internet speeds, intermittent connectivity, and device connectivity problems.
- Document and track all customer interactions and resolutions in a detailed, timely, and organized manner.
- Collaborate with internal teams to escalate and resolve more complex technical problems.
- Proactively identify and address potential issues to prevent customer dissatisfaction.
- Maintain a professional and positive attitude when interacting with customers at all times.
- Continuously improve technical knowledge and skills through training and self-learning.
- Contribute to the overall improvement of processes and procedures within the customer support department.
- Collaborate with team members to ensure customer satisfaction and overall team success.

**Requirements:**

- Basic understanding of networking principles and internet connectivity.
- Familiarity with email systems, routers, and basic networking equipment.
- Basic understanding of traceroutes, ping, and IP addresses, with the ability to run traceroutes and perform ping tests.
- Excellent customer service and communication (written and verbal) skills.
- Ability to learn quickly and apply new technical knowledge.
- Strong problem-solving skills and attention to detail.
- High school diploma or equivalent.
- 1+ years of customer service experience, preferably in a technical support role.
- Basic knowledge of Windows operating systems.
- Ability to work flexible hours, including evenings and weekends, if needed.

**Benefits:**

- Onsite training
- Promotes a family and team environment
- Flexible schedule
- Competitive salary package based on experience
- Health insurance, dental insurance, and vision insurance
- Vacation and sick pay
- Retirement plan options
- Opportunities for professional development

**How to Apply:**

If you meet the above requirements and are interested in this exciting opportunity, please submit your resume for consideration to [employment@bertramcommunications.com](mailto:employment@bertramcommunications.com).

**Job Type:** Full-time

**Salary:** \$15 to \$22 per hour, or \$31,000 to \$45,000 annually, depending on experience.

Bertram Communications LLC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.