



297 Nelson Street W
P.O. Box 448
Virden, MB R0M 2C0
Phone: 1-866-887-3669
Email: careers@rfnow.com

Customer Care Representative

RFNOW is looking for a skilled technical support person that is genuinely excited to help customers. The ideal candidate will be a competent and detail-oriented individual with a great passion for technology. As a **Customer Care Representative (CCR)**, you will be the front-line ambassador for our company, providing exceptional customer service to our residential and business internet subscribers.

To ensure success as a CCR, you should have a knowledge of wired and wireless equipment and connections and have exceptional communication skills and a passion for customer service. CCR's should be able to put themselves in their clients' shoes and advocate for them when necessary. At RFNOW customer feedback is priceless, and we rely on our CCR's to gather that information.

Our ideal candidate is a customer-focused professional with a passion for delivering exceptional service experiences. If you thrive in a fast-paced environment and enjoy helping others, we encourage you to apply for this rewarding opportunity.

This role can be performed from our office in Virden, MB or remotely. Familiarity with locations and markets in rural Manitoba and Saskatchewan is beneficial.

General Responsibilities:

Customer Support

- Respond promptly to inbound customer inquiries, complaints, and requests via phone, email, and the customer portal
- Troubleshoot and resolve technical issues related to internet connectivity, equipment setup, and account management
- Clearly explain products, services, policies, and technical information to customers with varying levels of technical knowledge
- Identify opportunities to educate customers on optimal use of our services

Customer Satisfaction

- Maintain a friendly, patient, and professional demeanor when interacting with customers, even in difficult situations
- Actively listen to customer concerns, ask clarifying questions, and provide empathetic resolutions
- Follow up with customers to ensure their issues have been fully resolved and they are satisfied with the service provided
- Gather customer feedback and provide insights to improve products, services, and processes

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Qualifications & Experience:

- Proven experience in a customer service role, preferably in the telecommunications or technology industry
- Strong problem-solving, multitasking, and time management skills
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to diverse types of customers
- Excellent verbal and written communication abilities
- Proficiency with computer systems and customer service software
- Working knowledge of Fixed Wireless, Fiber, WAN, LAN and WiFi networks
- Ability to work flexible schedules, including evenings, weekends, and holidays
- Knowledge of Microsoft 365 and Microsoft applications

If interested, please forward your resume and cover letter detailing your interest and qualifications to careers@rfnow.com.

RFNOW Inc. is an equal opportunity employer. We welcome applications from people from all backgrounds and capabilities. Applicants are welcome request necessary accommodations throughout our employment process.

About RFNOW Inc.

RFNOW Inc. is a successful, dynamic organization with opportunities to grow and specialize in a number of areas within the field of technology and construction including broadband wireless communication, fibre optics, network architecture/maintenance, directional drilling, cable plowing, line locating, tower building, residential and commercial service connections, and heavy equipment operation and maintenance. Learn more at www.rfnow.com

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