



Client Relations

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

Passionate about customer care? Familiar with telecommunications services? If you are, a leading Manhattan integrated telecom provider needs your help. MetTel needs customer service reps. You will provide a wide range of customer service functions ranging from new service requests to the resolution of billing issues.

Duties & Responsibilities

- Address and resolve all service requests
- Utilize all necessary resources within the company to proactively resolve issues and retain customers
- Maintain focus on customer satisfaction
- Build positive rapport with customers, LEC's, and co-workers
- Communicate effectively with customers via telephone and e-mail
- Perform daily tasks with an entrepreneurial spirit and a true sense of ownership

Desired Qualifications

- Customer service experience
- Customer relationship skills—an ability to build strong relationships with customers and other business affiliates
- Strong written and verbal communication skills
- Ability to handle multiple tasks and meet tight deadlines
- Ability to work with a team to achieve results
- Microsoft Office proficiency
- Telecommunications experience a plus

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next-generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.



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