

## **Job Posting – Customer Response Center**

**(Internet Tech Support /40 hrs. weekly)**

HG Staffing is seeking individuals experienced in customer service, computer and/or troubleshooting skills to work in Ben Lomand's Customer Response Center. Opening will be on third shift 11:00 PM. -7:30 A.M.

### **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. A+, Network + and/or Security + Certifications helpful but not required. Customer service and computer skills are a must.

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.