



Customer Service/Call Center Representative (Part-Time)

Title: Customer Service/Senior Call Center Representative (Part-Time)

Reporting To: Director, Customer Service & Facilities Scheduling

Location: New York, NY

Beers Enterprises, LLC (*"The Switch"*) founded in 1991, is the largest privately held video solutions service provider in North America. *The Switch* is recognized as the industry leading pioneer of video solution services through our innovative fiber optic network and currently provides advanced video switching and local fiber circuit services, scalable Ethernet, and *Home Runs* remote production via its *Five Nines Service* across the United States, United Kingdom, and Canada. *The Switch* was recently awarded a U.S. system patent for customer-controlled video data content delivery, the 2013 New Bay Media Product Innovation Award for Switch-IT, and the 2012 Broadcast Engineering Excellence Award for Network Automation. The Switch has experienced explosive growth and offers a fast paced and dynamic work environment with a focus on exceeding both individual and team expectations. Our customers demand "Unparalleled Quality" and *FiveNines* reliability from our network and it is our corporate responsibility to satisfy their expectations by continuing our expansion in services and network reach, while remaining cost effective.

Learn more about us at: www.theswitch.tv.

Primary Responsibilities:

- Primary BEI Sales and Customer interface for the direct booking of ICOD and Switch services at the Network Operations Center (NOC).
- Enter Customer or Sales booking requests, special events, recurring services and AT&T switches into the order entry system to convey the bookings to the NOC. Work with Director of Operations to determine proper staffing.
- Work closely with the NOC to insure all orders are clear and executed properly. Provide special booking instructions when necessary.
- Work with BEI provisioning and local circuit providers to accept fulltime and short-term point-to-point local circuits. Once installed and operational reflect that status in the circuit inventory database.
- Develop key contacts within support organizations to fulfill end-to-end customer service.
- Assist with Port assignments and disconnects in the database systems.
- Assist with maintaining customer profiles in SA for Switch It access to sources.
- Ensure pricing in ad hoc orders is correct and accurate to prepare for invoicing.
- Assists customers in switching their local ports as well as long distance reservation when they are unable to do so from their Control Panels.
- Initiate bookings when required with various outside carriers. Accurately document all information such as 3rd party reservations numbers, PO numbers, and phone numbers. Manage reservation until all elements of the reservation are complete.
- Maintain accurate documentation of customer problems and prompt escalation of trouble to management, if necessary.
- Maintain and perform record keeping and timely processing of information.



- Answer telephone calls courteously, energetically and timely from customers. Strong interpersonal and communication skills must be used at all times for all calls but especially used in a customer problem-solving environment.
- Experience solving complex and escalated customer situations.

Required Skills:

- Bachelor's Degree in Broadcast or Computers, or Trade/Technical school and/or SBE Certification or equivalent experience is preferred.
- Excellent verbal and written communication skills.
- Outstanding attention to detail and ability to work quickly and efficiently in a fast-paced, ever-changing and challenging environment.
- Basic comprehension of analog, SDI, and HD signals.
- Proficient with PC systems, Excel, and Word.
- Knowledge of ScheduALL preferred.
- Must be very organized, attentive to detail with strong problem solving skills, and ability to multi-task.
- Knowledge of broadcast industry and support organization:
 - Telco Carriers
 - Fiber vendors
 - Satellite distributors
 - Competitive switching centers

Schedule and Compensation:

- Part-Time
- Competitive Hourly Rate

Please send resumes via email to hr@theswitch.tv.