Residential Offline-Temporary-Marion, OH

**Job Description:**

**Overview:**

Residential Offline provides various support functions in Ordering, Billing and Provisioning.  The role of offline is to provide immediate assistance, research, support and correction of order fallout in both provisioning and completion status. This group also responsible for the monitoring and correction of fallout from pre/post provisioning/orders and billing.  The temporary expansion that is necessary to support Residential offline task volumes while our newly acquired employees are in training.

**Required Job skills:**

Good Verbal, written and listening skills

Be comfortable overcoming objections to resolve customer issues

Outstanding performance in Attendance

Basic computer knowledge

Trying skills (25-30 WPM required)

Customer service experience

Ability to deal with customer with patiently, tactfully and efficiently.

Flexible hours