

JOB OPPORTUNITY

BidNet is currently seeking to fill the position of:

Customer Service Representative

Location: Latham, NY

BidNet is the leading provider of government bid opportunities and business intelligence services to companies of all sizes. For more than 30 years, BidNet has helped clients identify and win government contracts. We have product solutions to fit all business needs, which include BidNet, Governmentbids.com, Epipeline and Construction Bid Board.

Our proprietary technology and experienced research team help companies become more competitive in the federal and state & local procurement market by delivering targeted sales leads, market intelligence and a suite of bid information management tools.

Reporting to the Sales and Client Support Manager, you will receive thorough training prior to assisting customers. The Customer Service Representative works with both phone and e-mail, as well as other internet tools, to answer questions, solve issues, and determine best service options for customers. The candidate focuses particularly on meeting benchmarks in areas such as client satisfaction and client retention.

Main responsibilities:

- Professionally handle incoming requests from customers both internal and external to ensure that issues are resolved promptly;
- Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions;
- Troubleshoot customer issues over the phone;
- Handle issues in the best interest of both customer and company;
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience;
- Perform other related duties as assigned;
- Contributes to team effort by accomplishing related results as needed.

Skills & competencies:

- Computer proficiency;
- Time Management: the ability to organize and manage multiple priorities;
- Customer service system;
- Strong customer orientation;
- Excellent interpersonal and communication skills;
- Strong team player;
- Commitment to company values;
- Creative problem solving skills;
- Flexibility to work a mid-day schedule as back-up.

Experience:

- High School diploma required;
- The successful candidate will have 3 years of experience in customer service.

Remuneration and working conditions:

- Competitive base salary plus commission;
- Work week of 40 hours;
- Group Insurance;
- 401K;
- Pleasant working environment.

If you are interested in the challenge, please submit your resume to: careers@mediagrif.com
Only selected candidates will be contacted, but we thank you for your interest in the company.