



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 under several brands including BidNet, GovernmentBids.com and Construction Bidboard.

Our proprietary technology and experienced research team help companies become more competitive in the federal, and state & local procurement marketplace by delivering targeted sales leads, market intelligence and a suite of 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 email – as well as other internet tools to answer questions, solve issues and determine best service options for clients. The candidate will focus on meeting benchmarks in areas such as client satisfaction and retention.

Key responsibilities of this position include:

- Professionally handle incoming requests from customers to ensure that issues are resolved promptly
- Gather client information, assess and fulfill client needs, and educate the client in a thorough and efficient manner
- Handle issues in the best interest of both client and company
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the client experience
- Assist with other activities and related duties as needed

QUALIFICATIONS

- High School diploma required
- 3 years of experience in customer service
- Excellent computer skills including Microsoft Office products and customer service systems
- Strong organizational and time management skills
- Flexibility and the ability to prioritize and handle many tasks simultaneously
- Friendly, approachable and sustains a professional manner, including phone and email etiquette
- Creative problem solving skills
- High level of confidentiality and integrity
- Flexibility to work a mid-day schedule as back up

BENEIFTS

We offer a comprehensive benefits package including:

- Competitive salary plus bonuses
- Medical, dental, vision, and life insurance
- 401(k) with company matching
- 40 hour work week, with a flexible schedule
- Paid vacation and sick days
- Twelve paid holidays

If you are interested in this opportunity, please submit your resume to: careers@bidnet.com. Only selected candidates will be contacted.