



3582 Technology Dr NW, Rochester, MN 55901
www.paceintl.com | 1 800 444 PACE

Title: Customer Service Representative

Reports to: Tech Support Team Leader

About Pace:

Pace International is an industry leading distributor of equipment and content in the Telecommunications and Services Industries. Pace was established in 1972 in Rochester, MN and is the only national hardware and content distributor for Dish Network. Pace owns and operates leading B2B and B2C business units that support cable, wireless, and satellite TV customers throughout North America.

Position:

We are currently seeking a Customer Service Representative in our Call Center to be a part of our fast growing team. Successful candidates may need to be willing to work evening and weekend shifts. At Pace, our employees are a part of a company that values their employees and work with people who love their environment.

Job Description:

- Answer incoming telephone calls to deliver service and support to end-users using and operating satellite and video equipment
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Research required information using available resources
- Follow standard processes and procedures
- Accurately process and record call transactions using a computer and designated tracking software
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates

Education:

- High School Diploma, or equivalent

Skills Knowledge:

- At least 6 months experience working in a call center environment is preferred
- Professional and articulate verbal communication skills
- Proper phone etiquette
- Proficient and accurate computer skills



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- Strong attention to detail and ability to follow specific procedures and instructions
- Ability to make independent decisions
- Effective listening skills
- Excellent organizational and time management skills
- Willingness to co-operate with others and work to the greater good
- Technical and/or mechanical experience preferred but not required

Physical Demands:

- A majority of time is spent sitting
- Some standing and walking may be necessary but are not essential to performing the job responsibilities
- Simultaneous movement of hands, wrists, and fingers is an important element to this position
- Ability to lift up to 25 lbs on a regular basis and up to 50 lbs on an occasional basis

Working Conditions:

- The work day is spent in a comfortable office environment
- There is some exposure to noise

Other Requirements:

- Regular and reliable attendance is required in the position
- Shifts may include evening hours, weekends, and holidays

Category: Full Time

Compensation: Hourly plus commission Package

Application Deadline: Open until filled

Application Process: Please submit a resume via email to amyb@paceintl.com. Please include in the subject line Customer Service Representative.