

COMPANY:

Final Span, LLC - "Linking Communities"

Final Span, LLC is a rural fiber-optic based internet service provider start-up based in the Ridgeland area of Madison County, Mississippi (MS). The company was officially founded in November 2023 by Gene Logan, CEO, Edwin Mitchell, VP Business Development and Marcellus Nixon, COO.

The firm's goal is to close the digital divide by offering high-speed internet to the unserved and underserved. We plan to begin construction in the city of Jackson in mid-October 2023, enabling internet service delivery mid-November in eight designated parts of the city.

We are in search of our initial staff to fill critical roles as we begin our start-up journey.

JOB TITLE:

Manager, Customer Service

DEPARTMENT:

Customer Service

JOB SUMMARY:

The **Manager, Customer Service** is a hands-on leader with experience and desire to lead our extraordinary customer service team. The ideal candidate will have relevant experience in supporting residential and small to medium-sized businesses. The right candidate is committed to building the highest quality customer service team that delivers exceptional service to our customers by ensuring they have the required tools and software to identify, document, track and resolve reported problems. The right candidate is engaged, open-minded, process driven and eager to lead by example. We are looking for candidates with a demonstrated aptitude for learning technical concepts and who will take an analytical approach, using step-by-step logic to meet challenges in an environment with the internet touching all aspects of daily life.

REPORTING RESPONSIBILITIES:

Reports to - Chief Operations Officer ("COO")

WHAT YOU'LL BE DOING:

- Supervise, mentor, and develop the customer service team
- Ensure team is focusing on high quality customer service while increasing customer satisfaction

- Manage, maintain, and oversee day-to-day operations proper ticketing procedures (assign & monitor tickets), reporting and customer service via phone
- Work with engineers/analysts to resolve fundamental technical issues in a timely manner
- Document problem solutions to create a knowledge base for future reference
- Establish service performance metrics, monitor to ensure internet service consistently achieves service goals, makes workflow improvement proposals to leadership
- Identify staff training needs and coordinate training delivery
- Remain current with latest technologies, developments in the residential internet service industry and provide recommendations on ways to optimize efficiency, etc.
- Hire, develop, and retain high-performing, effective, and diverse teams
- Maintains a knowledge base enabling customer service representations to quickly find solutions to service requests
- Requires ability to respond to escalated issues during off hours, if needed
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent customer service activities

WHAT YOU'LL NEED - Willing, aptitude for learning:

- Internet service provider ("ISP") customer service
- Order workflow, ticketing systems or similar tools
- Manage team size of at least 10, preferably in a support center or similar environment
- Residential internet customer service and ability to meet customer requirements
- Verbal and written communication, management, and customer service skills with a broad base of fundamental technical and non-technical audiences
- Develop and recommend strategic and tactical plans for the delivery of internet services
- Foster teamwork

TOOLS AND EQUIPMENT USED:

Mobile phone, laptop computer, tablet

This job description includes major responsibilities of this position. It is not intended to cover every aspect of the position, as the scope and duties may change or be temporarily altered based on the business needs of Final Span. The basic requirement of every position is to perform all tasks as assigned by the supervisor.