

JOB ANNOUNCEMENT

Job Title:	Support Representative	Job Category:	Customer Support
Department:	Technical	Job Code:	VN-RAR-TEC-250302-001
Location:	Rarotonga, Cook Islands	Travel:	Domestic only
Level/Salary Range:	TBC	Position Type:	Full-time employment
HR Contact:	Yes	Date Posted:	02 March 2025
Training provided:	On-site training	Posting Expires:	30 April 2025

Job Description

Overview:

Are you ready for a new challenge where you can make a real impact? VakaNet is currently recruiting for our Customer Support Representative team. We are looking for friendly, patient, and tech-savvy individuals who excel at problem-solving and customer service. If you enjoy helping people and want to be part of a dynamic team, this could be the perfect opportunity for you. You'll work closely with our support team, technicians, and management to ensure a smooth and positive customer experience. Your dedication and expertise will help build strong relationships with our customers, ensuring their satisfaction and loyalty.

Responsibilities:

- Assist customers with inquiries, technical issues, and service-related concerns via phone, email, or in-person visits.
- Maintain positive relationships with existing customers by providing timely support, troubleshooting issues, and ensuring customer satisfaction.
- Develop a strong understanding of our internet services, features, and troubleshooting procedures to provide accurate information and solutions.
- Participate in on-site jobs when needed.
- Guide customers through service setup, usage, and troubleshooting, ensuring they maximize the benefits of our offerings.
- Identify common customer issues and provide feedback to management to improve service quality and customer experience.
- Document customer interactions, technical issues, and resolutions to ensure accurate records and continuous improvement.
- Participate in weekly team meetings, sharing insights on customer concerns, service improvements, and best practices.

Skills and Qualifications Required:

- Previous experience in customer service, help desk support, or a related field (preferred).
- Strong knowledge of internet and networking technologies (training will be provided).
- Proficiency in using customer support software, email, and ticketing systems.
- High school diploma or equivalent (further education in IT or telecommunications is a plus).
- Ability to work flexible hours, including evenings or weekends, if required.

Application Submission Instructions

Please email your updated CV and Cover Letter showing your contact email and phone number to jobs@vakanet.com no later than the expiry date of this posting.

Please include the job code VN-RAR-TEC-250302-001 in the subject of your email.