



Signal Solutions is seeking to hire a customer service-oriented **Tier I Help Desk Representative** to provide customer and public support along with Tier I level technical support. The ideal candidate for this role is passionate about ensuring excellence in service, responds quickly and effectively to customer inquiries, and is comfortable working in a fast-paced environment with a high call volume.

Responsibilities for this position include:

- Managing incoming calls
- Identifying and resolving customer issues accurately and efficiently
- Providing high quality response to customer inquiries and needs
- Building sustainable relationships with customers through professional communication
- Providing accurate, timely, and complete information by using the right methods and tools
- Responding to customer inquiries relating to client services, providing appropriate solutions and alternatives, and following up to ensure full resolution
- Keeping detailed records of customer interactions, processing customer accounts, and filing documents
- Following communication procedures, guidelines, and policies

At Signal Solutions, we offer competitive compensation, paid training and development opportunities, work-life balance, and the opportunity to work alongside an amazing and growing team.

This opening is for a part-time (25-35 hours per week) position located in the Signal Solutions Warwick, Rhode Island office. Applicants must be a permanent resident or citizen of the United States.

Job Type: Part-time

Salary: \$15.00/hour or more for the right candidate

Experience:

- Customer Service in a call center environment: 1 year (Preferred)
- Help Desk: 1 year (Preferred)

Location:

- Warwick, RI (Required)

Schedule:

- Monday to Friday
- Weekends required
- Day shift
- Up to an 8-hour shift