



## Job Description

**Location:** Rocklin, CA

**Job title:** Customer Service Representative

**Reports To:** Operations Manager

**Purpose of Position:** As a Call Center Representative at Wave's Rocklin call center you will answer inbound calls from customers regarding products, sales and billing inquiries. You will explain and sell cable, phone and internet products and resolve a variety of customer inquiries. And you'll work in a fun and friendly environment. Wave pays for success and starting hourly pay is based on experience. Four weeks of paid training are included, and CSR's participate in a Sales Compensation Plan, which is not capped and rewards performance excellence.

**Qualifications:**

- Retail, call center customer service or inside sales experience.
- Willing and able to work evening and weekend hours.
- High school diploma or equivalent.
- Type at least 35 WPM.

Customer Service Representatives are scheduled to work full-time, 42 hours per week including some overtime. After training, work schedule includes Saturday, Sunday and early and evening hours.

**Diverse Workforce / EEO:**

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, and employment / education verification as a condition of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

**To Apply:** Interested candidates may send cover letter and resume to [hrmgr@wavebroadband.com](mailto:hrmgr@wavebroadband.com) (please include job title and location of position in your email)