

# JOB ANNOUNCEMENT



<b>Job Title:</b>	Support Representative	<b>Job Category:</b>	Customer Support
<b>Department:</b>	Technical	<b>Job Code:</b>	VN-RAR-TEC-250302-001
<b>Location:</b>	Rarotonga, Cook Islands	<b>Travel:</b>	Domestic only
<b>Level/Salary Range:</b>	TBC	<b>Position Type:</b>	Full-time employment
<b>HR Contact:</b>	Yes	<b>Date Posted:</b>	02 March 2025
<b>Training provided:</b>	On-site training	<b>Posting Expires:</b>	31 March 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](mailto: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.

