

Customer Care Representative

Why Bishop Business?

Bishop Business is an Omaha-based independent office equipment and business process automation software dealership. We strive to be a leader of office solutions by wowing our customers time and time again with unsurpassed service and value.

Working at Bishop Business and why you will love it!

We're committed to finding better ways for our employees to do great work through our **CARE** values:

- **Confidence** - Being confident and working hard produces character in ourselves, excellence in our products and peace of mind for those who depend on our services.
- **Appreciation** – We live and breathe gratitude towards our customers, colleagues and suppliers.
- **Relationship** - We create positive, meaningful connections and relationships, rather than just transactional experiences.
- **Empathy** - Putting ourselves in someone else's shoes promotes a positive, optimistic and productive environment. Walking together allows us to walk further.

Job Responsibilities

- Process service, supply and general requests via phone and email
- Service contract billing, meter collection and contract invoicing
- All other duties as assigned by manager

Job Qualifications

- Previous customer service experience - service-mindedness is a must!
- Proven ability to work in a fast-paced environment while maintaining accuracy
- Ability to calmly handle stressful situations
- Possess the following:
 - High attention to detail and strong organizational skills
 - Strong written and verbal communication skills
 - Logical thinking and problem-solving skills
- Proficient in Microsoft Word, Outlook and Excel and will to learn and use other software
- Previous admin experience is a plus!
- Must pass a pre-employment drug test and background check - no DUI's
- Must possess a valid driver's license

Let's talk money and perks!

Pay starts at \$15.00 per hour. Additional benefits include (but not limited to):

- Healthcare benefits - Medical & Dental
- 401(k) Plan
- Life Insurance, Short & Long-Term Disability
- Paid Holiday & Paid Time Off