



Marketing Support Network, founded in 1982 and located in Bridgeville, PA, is a performance-based marketing agency that provides call center services and custom digital marketing solutions for NPO, B2C, B2B organizations.

**JOB DESCRIPTION:** Customer Service Agent

**WORK SCHEDULE:** Part-Time, Full-Time Hours Available Monday-Sunday

**PAY:** Hourly - Bi-Weekly

**REPORTS TO:** RY Kopf

**SCOPE:**

The Customer Service Agent position receives calls from various clients to complete an array of tasks such as, but not limited to, scheduling tours, help with ticket purchases, and answer various travel and amusement park related questions.

**SUMMARY OF RESPONSIBILITIES:**

- Managing incoming calls & customer service inquiries
- Identifying & assessing customer needs to achieve satisfaction
- Providing product and service information
- Answering customer questions
- Assisting customers with their accounts

**QUALIFICATIONS & REQUIREMENTS:**

- Excellent communication skills, including verbal with proper grammar
- Clear communicator
- Strong computer skills
- Good multitasking skills
- Self-motivated.
- Organized.
- Detail Oriented
- Ability to navigate SaaS platforms.
- Can work in a fast paced environment
- Adaptability/Flexibility
- Accountability and Dependability
- Ethics and Integrity

All applicants can submit their resume to: [jmackowiak@msnconnect.com](mailto:jmackowiak@msnconnect.com)