

**Company Overview:**

MonkeyBrains strives to offer affordable, fixed wireless Internet to residents and businesses throughout San Francisco. Achieving this goal rests on our ability to attract and grow a team of world-class people. We offer competitive rates and full benefits.

**Position:** Jr Sales/Operations Associate

MonkeyBrains is seeking a talented and skilled multi-tasking expert! The Jr Operations Associate helps manage a high volume of phone and written customer inquiries, the sales queue, and scheduling services. This role will support the Business Operations Team which acts as the central hub in all Business endeavors.

**Duties Include:**

- Be the first point of contact for incoming client requests providing information and answering questions;
- Help manage a daily queue of service requests (100 on average) maintaining a 24 hour response window;
- Help manage a high demand “call center” of 100 calls daily (on average);
- Support the Operations Team with occasional administrative tasks;
- Support Field Technicians for any job related needs, including coordinating with clients;
- This role will evolve into daily client account support including selling and arranging for all services offered by MonkeyBrains including: Commercial, Residential, and Gigabit Internet installations, Temporary Event Bandwidth, Site Surveys, Technical Support, and Repairs;

**Skill and Knowledge Qualifications:**

- Proper professional etiquette; including the ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Experience scheduling multi-tiered services in a high volume environment;
- Effective listening skills;
- Multi-tasking capabilities;