

**Company Overview:**

MonkeyBrains offers fixed wireless Internet to residents and businesses throughout San Francisco. Our mission is to provide affordable Internet - hosting and access - to residents and businesses throughout San Francisco and ultimately the Bay Area. Our ability to achieve these goals rests on our ability to attract and grow a team of world-class people. MonkeyBrains offers competitive rates and full benefits.

Position: Sales/Operations Associate

MonkeyBrains is seeking a talented and skilled multi-tasking expert! The Business Operations Associate acts as the central hub in the hub and spoke model. The Operations Associate helps manage the sales queue, a high volume of phone and written customer inquiries and scheduling all ordered services.

Duties Include:

- Project management and fulfillment of successfully executed agreements;
- Daily client account support, approximately 7 touch-points, 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;
- 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 Field Technicians for any job related needs, including coordinating with clients, performing hardware assistance, and technical support;

Skill and Knowledge Qualifications:

- Experience scheduling multi-tiered services in a high volume environment;
- 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;
- Effective listening skills;
- Multi-tasking capabilities;