

As an **Enterprise Data Collection Representative**, you will contact existing clients to on-board their business into our company's automated system to collect data for billing purposes. In addition, this role analyzes data to troubleshoot accounts, address escalated calls, and assist with technical training

This position is responsible for ensuring the entire Flex Technology Group customer base is accurately reporting on an automated meter read program. A successful candidate will be Tech Savvy, have strong attention to detail, and able to communicate with customers and coworkers.

**What you will be doing:**

- Conduct high volume of Inbound/Outbound calls with existing customers.
- Provides technical support to customer.
- Analyzes data utilizing excel reports.
- Resolves escalated issues for resolution.
- Research and propose tools to assist team efficiency and performance.