

Date: December 2021

POSITION: Customer Service Technician – Sustainable Fisheries Business Unit

ROLE: Woods Hole Group is a leading environmental company. Its Fisheries BU provides satellite/cellular tracking and monitoring, catch and data management, and ocean intelligence solutions to federal and state governments and to private commercial fishing fleets in North America. Fishermen use our satellite solutions to report their catch and effort activities to the government and they can also fish smarter and faster in a sustainable way via the technical solutions we provide.

Woods Hole Group supports national authorities and non-governmental organizations with sustainable management of fisheries through integrated hardware and software solutions. As a group we provide integrated satellite/cellular solutions in a variety of sectors supporting sustainable management of earth resources. This role focusses on the day-to-day support of these offerings to our resellers and end users.

DUTIES AND RESPONSIBILITIES: You will be a key part of our Fisheries Customer Support team. You will work closely with the Business Unit Director and will be under the direct supervision of the Customer Service Manager. You will be responsible for managing incoming calls and email inquiries, establishing customer accounts, manage moves, adds and changes, assist in technical troubleshooting, address customer questions and concerns and supporting the team's efforts to provide superior service and support to help grow the business.

WHY THIS POSITION IS CRITICAL TO THE FISHERIES BUSINESS UNIT: You are a main contact in all our customer relationships, including the reseller network of our equipment, to the regulatory agencies needing access to our data, to the "end user" fishermen who we invoice monthly for our products and services.

QUALIFICATIONS:

- Undergraduate (IT/Associates/Bachelors) degree in Technical field is desired, but not required.
- 3 years of customer service or related office work experience is highly desirable.
- Very detailed oriented and thorough in work habits.
- Confidence to work independently, but also work well within a team environment.
- Experience in maritime or technology sector desired, but not required.
- Spanish speaking, written and verbal skills highly desirable.
- Availability to work from home office environment (partial time at home and in office).
- Availability to work weekends as normal schedule also highly desirable.
- Computer skills and MS office proficiency a must.

GENERAL INFORMATION:

- Full-time, salaried position
- Excellent benefits package includes a generous 401(k) company match.
- Competitive health insurance benefits package, with Company bonus.
- Vacation/sick pay to qualified individuals.
- Generous flex time in office and work from home for the right individual.
- Position will be based in our Lanham, MD office.



Individuals who succeed at Woods Hole Group are pleasant, hard-working, self-starters who share the passion for innovation and commitment to high quality work. Further information about the company:

www.woodsholegroup.com

In accordance with applicable Executive Order 14042 and related requirements, all prospective hires for this position, performing work for the federal government, will be required to demonstrate that they have been fully vaccinated for COVID-19, or qualify for an exemption to this vaccination requirement. Such proof of vaccination, or written request for exemption, will be required, following receipt of written offer.

If this opportunity matches your experience and career visions, please send resume outlining education, work experience and salary history to:

**The Woods Hole Group, Inc.
107 Waterhouse Road
Bourne, MA 02532**

E-mail: ServiceTech@whgrp.com

AN EQUAL OPPORTUNITY EMPLOYER