



Customer Service Representative JOB DESCRIPTION

Who We Are

The Sky Eye Network is a leading provider in the drone industry, offering professional drone services and exceptional business development support. Our network consists of certified and accomplished professionals dedicated to delivering superior drone services to a diverse clientele across the nation.

At Sky Eye Network, our focus is on equipping our clients with the necessary tools and knowledge to excel in the drone sector:

1. **Certified Flight Training:** Our qualified flight instructors provide comprehensive training for individuals, companies, and local government entities keen on understanding drone operations and the complex FAA rules and regulations.
2. **Business Growth:** We support those aspiring to establish their own drone business. Our resources encompass marketing and sales support, technical guidance, and continuous training to guide you as you build and grow your business.
3. **Drone Integration Services:** With our expertise, we assist companies in incorporating drone technology into their daily operations. This can be through advice to help set up an in-house team or by granting access to our extensive network of professional drone operators nationwide. We handle all the legal, intricate, and compliance issues, allowing our clients to focus on their main business operations.

What We're Looking For

The Sky Eye Network has an immediate opening for a Remote (work-from-home) Customer Service Representative (CSR). Our rapidly growing technology-oriented company is seeking a tech-savvy and detail-oriented CSR. The ideal candidate will be organized, possess a high level of integrity, and have excellent conversational and problem-solving skills to maintain the high standards set by our company.

Overview of the Job:

- Managing client expectations through clear, ongoing communication and education. This involves written and verbal communication.
- Supporting clients' growth and success. This requires listening closely to understand their unique needs.
- Having compassionate yet candid conversations to address concerns. This involves using empathy, patience, and understanding to resolve issues.



- Anticipating potential issues and navigating carefully to avoid pitfalls. This requires forethought and consideration of clients' perspectives when making recommendations.
- The goal is to build trustworthy, productive partnerships with clients. This demands excellent relationship skills, communication abilities, and conscientious customer service.

The Customer Service Representative will be Responsible for the Following:

- Utilize various tech tools such as Google Sheets, FreshDesk, and ClickUp to provide effective customer service.
- Handle customer complaints with a cool head and leverage problem-solving skills to address challenging situations.
- Communicating clearly through email and phone.
- Communicating with the Sky Eye staff regularly.
- Any other customer service-related tasks.

Optimal Candidates will have:

- Computer with internet access and a dedicated phone line to use (cell phone is fine).
- Naturally intuitive customer service skills.
- Willingness to learn new things, especially tech-related.
- Ability to manage tasks and information efficiently, paying strong attention to detail.
- Ability to work well without oversight and follow instructions well.
- Experience with tools such as Google Sheets, FreshDesk (or a similar CRM platform), and ClickUp (or similar project management software) is highly desirable.
- A positive outlook on people and a natural inclination to assist others.
- Ability to actively listen to customers' needs and queries.
- Previous experience in a customer service role or a similar area like sales is beneficial but not necessary.

Our Values

1. We Believe In People - We know that each one of us is far more powerful and contains more potential than any circumstance, situation or condition.
2. We Believe In Respect & Care - We bring sincere Respect and care to every interaction. We delight and surprise each other and our clients by anticipating wants and seeking to exceed expectations.
3. We Believe In Integrity - We live what we teach. We deliver what we promise.
4. We Believe In Fun - We create joy, laughter, and fun in all aspects of our work.
5. We Believe In Growth - We grow by achieving our goals and exceeding our best.



Compensation and Benefits

The Customer Service Representative (CSR) position is contractor-based, and the CSR will be paid \$16-18 per hour (for approximately 40 hours per week) depending on experience. The CSR will work as an Independent Contractor and not an employee, providing the CSR with unique benefits such as plenty of freedom, the ability to work independently, and payment of entire earned income (payment and calculation of taxes will be the responsibility of the CSR). Medical benefits are not provided.