

**Date:** September 2019

**POSITION:** Customer Support Representative - Fisheries Business Unit - Entry Level

**ABOUT WOODS HOLE GROUP:**

The Woods Hole Group provides integrated satellite solutions in a variety of sectors supporting sustainable management of earth resources.

The Fisheries Business Unit provides tracking and monitoring, catch and data management, and ocean intelligence solutions to commercial fishermen in North America. Fishermen use our satellite solutions to fish smarter and faster in a sustainable way. We support national authorities and non-governmental organizations with sustainable management of fisheries through integrated hardware and software solutions.

**DUTIES AND RESPONSIBILITIES:** You will be a key part of our Customer Service team. You will work closely with the sales and technical teams 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, address customer questions and concerns and supporting the team's efforts to provide stellar service and growing the business.

**WHY THIS POSITION IS CRITICAL TO THE FISHERIES BUSINESS UNIT:** You are a prime contact for our customers; from the end user fishermen who use our hardware and services for their daily operations to resellers of our equipment, to regulatory agencies needing access to our data.

**QUALIFICATIONS:**

- Detail oriented and thorough in work habits
- Hands on mentality and ability to handle clients with patience and understanding
- Confidence to work independently, as well as within a team
- Ability to contribute to a positive & energetic environment
- Passion for outdoor activities and/or fishing is a plus
- Undergraduate degree in Business, Technical discipline or a related field is desired, but not required

**GENERAL INFORMATION:**

- Full-time, salaried position
- Informal work environment with open communication to management.
- Benefits package includes a better than market 401(k), health insurance and vacation policy
- Position will be based in our Lanham, MD office

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

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

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

E-mail: [support\\_position@woodsholegroup.com](mailto:support_position@woodsholegroup.com)  
[www.woodsholegroup.com](http://www.woodsholegroup.com)

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