



Get the Ball Rolling

*Do you have enthusiasm, drive, and determination to get the job done right?
Are you keen to make your mark on a dynamic and growing company?
Do you want to be valued for your skills, your experience, and your initiative?*

Client Service Agent Houston, TX

Packers Plus is the pioneer of open hole, multi-stage horizontal fracturing and we provide technology-based solutions to the oil and gas industry around the world. We are looking for a **Client Service Agent** in our Houston, TX office.

Primary Role

Primary contact for all internal clients requesting support and service from the IT Department

Key Tasks and Responsibilities

- Continually seek opportunities to increase customer satisfaction and strengthen user relationships
- Develop professional relationships with clients to ensure customer satisfaction
- First point of contact (helpdesk) for incident and service request processes
- Develop and manage all aspects of IT knowledge, including user manuals and training
- Order IT supplies, tracking inventory and software management
- Manage and fulfill client IT requests

Competencies, Skills and Experience

- Ability to communicate difficult and sensitive information tactfully to client groups
- Innovation and creativity
- Teamwork
- Experience in a similar help desk or call center role
- Familiarity with Active Directory user account creation and management is an asset.

Educational, Physical and Safety Requirements

- Degree or diploma in Management Information Systems or equivalent experience



About Packers Plus

Packers Plus Energy Services is the pioneer of open hole, multi-stage horizontal fracturing systems with locations in the United States, Canada and around the world. Staffed with some of the industry's best completions personnel, Packers Plus provides technology-based solutions to the oil and gas industry around the world.

We are unlike any other completions company. Ingenuity in product design, combined with customer intimacy, operational excellence, and knowledge of the needs of producers sets us apart from the pack. Look for the introduction of a number of exciting, new and innovative products which are designed to reduce well costs, improve production, and maximize profits.

Email your cover letter and resume referencing the above position to uscareers@packersplus.com.



www.packersplus.com