

## **Customer Sales & Service Representative (Full-Time Position)**

Marquette-Adams Telephone Cooperative, Inc. - Oxford, WI

**Marquette-Adams Telephone Cooperative, Inc.** is an innovative, high-energy telecommunications cooperative located in Oxford, WI. We provide Internet solutions, as well as television and telephone services to more than 5,000 residential and business customers throughout Marquette and Adams counties. We are committed to empowering our employees to best serve our subscribers.

### **Position Summary:**

The Customer Sales and Service Representative position is critical to our success as this role requires acting as our first line of contact with our valued customers, and is tasked with ensuring that we provide the highest degree of service and professionalism. In this position, you will work with customers to solve issues and address questions and concerns regarding product and service offerings, billing, new service applications, and service issues.

### **Essential Job Functions:**

- Provide quality customer service to our clientele over the phone as well as in person.
- Gain knowledge of our suite of products and services to effectively and efficiently communicate solutions to our customers.
- Process service requests, take customer payments and resolve billing issues.
- Identify and document individual customer concerns and take corrective action to satisfy the issue within the initial call to uphold our goal of first-call resolution.
- Effectively navigate our database software to provide accurate account management.
- Communicate new services and solutions to existing and potential customers.
- Manage time efficiently, prioritize tasks and adhere to scheduled deadlines.
- Maintain a positive, professional attitude in a fast-paced, team-oriented environment.
- Occasionally participate in after-hours organization events.

### **Basic Qualifications:**

- High School Diploma or equivalent required
- Minimum 2-year Associate Degree preferred
- Minimum 2 years of customer service experience in an office environment preferred
- Telecommunications industry experience preferred
- Proficiency in Microsoft Office Suite; Excel, Word and Power Point

### **Compensation and Benefits:**

- Competitive salary
- Generous benefits package, including medical, dental, vision, pension & 401K program
- Paid time off
- Company paid holidays

Send resume to:

Marquette-Adams Telephone Cooperative Attn: Human Resources

PO Box 45 Oxford, WI 53952

OR Email resume to: [hr@maadtelco.com](mailto:hr@maadtelco.com)

No Phone Calls Please