



POSITION OPENING

Northland Communications is a nationally-ranked company specializing in providing a variety of quality communications services that meet the needs of consumers and businesses. We strive to provide our customers with the highest quality service at the best possible price. Value is always the goal and the communities we serve are always our focus. We are seeking a team-oriented, professional individual, to join us in the position of:

Technical Services Representative

THIS POSITION IS LOCATED IN CROCKETT, TX.

This position is responsible for providing information and assistance to customers by maintaining good customer relations and treating each customer contact as a sales opportunity in a professional manner both on the telephone and in person. The position demonstrates a commitment to customer service by exceeding customers' expectations through assisting with sales, scheduling, billing and problem solving.

The candidate is engaging with customers and has the ability to direct customers to resources when they need additional help. The ideal candidate would do house calls to set up modems, wireless networks, and trouble shoot data problems as necessary.

The successful candidate possesses excellent communication and strong customer service skills and is able to handle any customer tactfully, courteously and professionally. Minimum one year in cable television or customer service, and high school diploma or equivalent. College education preferred. A curiosity and aptitude for technical proficiency is required. Must possess and maintain valid driver's license.

Northland offers an exciting benefits package including subsidized employee and dependent medical and dental insurance, 401(k), life insurance, vacation, holiday and sick pay and educational assistance.

Northland's training and certification program puts your career in your own hands. Bring a positive attitude and we provide the training and education for you to succeed and build your career in the telecommunications business. Send your resume and cover letter to:

ATTN: Technical Services Representative - Crockett

Northland Communications
101 Stewart Street, Suite 700
Seattle, WA 98101
E-mail: jobs-cro@northlandcable.com

Equal Opportunity Employer. Pre-employment drug test, motor vehicle record and background check required.