



## POSITION OPENING

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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:

### **DISPATCHER**

The Dispatcher position is responsible for coordinating and managing the field staff work load to provide an efficient installation, disconnect, trouble call, and maintenance process ensuring timely, quality service throughout Northland's western region (Moses Lake, WA, Sandpoint, ID and Mt. Shasta, CA). The position demonstrates a commitment to customer service by exceeding customers' expectations through assisting with scheduling and problem solving and to serve as a resource to the Customer Service and the Technical team to respond to customer and maintenance needs.

The ideal candidate possesses excellent communication to interact directly with customers, co-workers, vendors and management. The candidate will have the ability to use good customer service skills and handle customers tactfully, courteously and professionally exercising a great deal of patience and understanding. Minimum one year experience in cable television or customer service and high school diploma or equivalent, college education preferred. Must possess and maintain valid driver's license and ability to maintain good driving record.

Northland offers an exciting benefits package including subsidized employee and dependent medical, dental and vision insurance, 401(k), company paid life insurance, vacation, holiday and sick pay and educational assistance. Voluntary life insurance and disability coverage are available.

Please send resume and cover letter to:

ATTN: DISPATCHER  
Northland Communications  
101 Stewart St Suite 700  
Seattle, WA 98101  
Fax: 206.623.8034  
E-mail: [jobs-ml@northlandcable.com](mailto:jobs-ml@northlandcable.com)

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