

## **Customer Service Representative (CSR)**

### **Nextgen Broadband**

#### Job Description

Nextgen Broadband is currently seeking an energetic individual to provide excellent customer service. The selected applicant will be the first point of contact for customers who have a question or an issue with a product or service. The selected applicant will have responsibilities like answering inbound phone calls, addressing customer questions about products and services and processing payments, troubleshooting customer issues as needed, and performing various clerical and commercial duties. A strong sense of teamwork is essential for this position.

#### Qualifications:

#### Education:

High school education plus 1 additional year of office, sales, or customer service training.

#### Experience:

Requires 1-3 years of related experience.

Efficient in Microsoft Word and Excel

Familiar with billing systems

#### Additional Information:

This is a full-time, hourly with an outstanding benefits package that includes health, vision, and dental insurance, 401K matching, pension program with nine paid holidays.

Nextgen Broadband, also known as Clear Lake Telephone Company, is family owned with family values serving Fiber Broadband to surrounding areas in Clear Lake WI. Our Mission statement is to Continue Family-Owned Traditions to provide quality service at a reasonable rate to ensure long term survivability of the company.

To apply, submit your resume to [tim.kusilek@nextgen-broadband.net](mailto:tim.kusilek@nextgen-broadband.net)