

**PIERCE PEPIN COOPERATIVE SERVICES
ELLSWORTH, WISCONSIN**

POSITION OPENING

CUSTOMER RELATIONS REPRESENTATIVE

Pierce Pepin Cooperative Services (PPCS), located in Ellsworth, WI, seeks a Customer Relations Representative team member to provide all aspects of customer service and technical assistance for members of PPCS and customers of SwiftCurrent Connect. PPCS is a growing cooperative that serves 7,000 members in western Wisconsin. Our broadband subsidiary, SwiftCurrent Connect, provides fiber internet to over 3700 customers and is rapidly growing. With convenient access to the Twin Cities metro areas of Minneapolis/St. Paul, MN, living and working in our service area provides tremendous opportunities for professional and personal rewards. PPCS seeks an experienced professional who understands the need for accuracy and has a passion for details. PPCS is seeking a dynamic individual looking for new challenges and to help PPCS members Live Better®.

Essential Job Duties

This position provides direct assistance to SwiftCurrent Connect customers and is responsible for coordinating and supporting customer service activities related to broadband and other services. The role ensures a positive customer experience by assisting with service installations, product options, equipment, and costs; responding to inquiries, including basic technical questions; and processing account creations, transfers, and service orders. The position also manages customer communications across multiple channels, resolves issues with courtesy and efficiency, maintains accurate account records, and provides administrative support for broadband service orders, reports, and projects.

- Coordinate the services provided to SwiftCurrent customers, through various methods, including service installation, product choices, equipment options, and costs.
- Respond to customer inquiries regarding products and services, including front line technical questions.
- Process the creation of customer accounts, transfer accounts, repair service orders, member requested disconnects and reconnects.
- Responds courteously and efficiently to members and customer inquiries via telephone, in person, by email and mail, resolving problems, making necessary adjustments, and furnishing historical usage information.
- Maintain updated files for account transfers, disconnects and reconnects.
- Provide direct administrative support for broadband related processes, service orders, reports and projects.
- Provides backup assistance to the disconnect for non-payment processes.

Knowledge, Skills, and Abilities

- Associate or bachelor's degree in related field is preferred.
- Minimum two years' experience in customer service or related field.
- Proven customer service skills are required.
- Broadband, electric, utility or communications experience preferred.
- Knowledge of Microsoft Office / Office365.
- Excellent written and oral communication skills.
- Excellent organizational skills with a high degree of attention to detail.

- Experience working in a team-oriented, collaborative environment.
- Demonstrate cooperative shared values and embodies servant leadership.

Conditions of Employment

- Must be able to meet physical requirements of the position.
- Must be able to pass a background check.

Compensation and Benefits

PPCS offers a competitive compensation and benefits package. Salary based on experience.

How to Apply

To apply, please email a cover letter and resume to Charity Lubich, clubich@piercepepin.coop. A full position description and instructions to apply can be reviewed at www.piercepepin.coop/careers-ppcs.

PPCS is an Equal Opportunity Employer and values diversity.