



POSITION OPENING

Northland Communications is a growing, 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 Digital Home Phone, High Speed Internet and Cable Television services at the best possible price. Value is always the goal and the communities we serve are always our focus. We are seeking a professional individual looking for an opportunity, to join our fun, dynamic team in the position of:

Call Center Agent

This is an exciting position located in Corsicana, TX at our call center facility. The primary function of the Call Center Agent is to utilize sales, customer service and technical skills to assist Northland's customers in locations located throughout the country. It is responsible for assisting customers with:

- Finding and purchasing Northland products and services,
- Billing inquiries and processing payments, and
- Troubleshooting basic technical issues they have with their phone, internet or cable services.

A focus on sales, billing or customer support will depend on departmental needs. We are looking for individuals who can provide high quality sales and customer service experiences catered to each customer, while recommending solutions based on customer needs.

What Northland wants...

- **Attitude.** Display a great positive outlook with an enthusiasm for sales and customer service.
- **Drive.** Enjoy working in a rewarding, fast-paced sales environment
- **Perseverance.** Perform well under pressure
- **Flexibility.** Adapt to evolving business needs
- **Aptitude.** Support operations by assisting customers with basic technical questions.

Who you are...

- **Great Communicator with Technical Aptitude.** You have the uncanny ability to match our products to the customer's needs while working with various computer systems with a passion for bridging the gap between people and technology
- **Amazing Salesperson.** You have a desire, even an obsession, to bring customers into Northland. A minimum of two years customer service and sales experience preferred. High School diploma or equivalent, college degree preferred.
- **Charismatic.** You are a problem-solver, an exceptional listener, and an effective communicator. You seek out challenges and love to get creative to solve them.
- **Go-Getter.** Self-directed and resourceful. You enjoy being in a friendly competitive environment and willing to go the extra mile.

What's in it for you...

- **Culture.** A fun and supportive team to be a part of
- **Support.** Supervisors and managers that care about your personal success and growth
- **Advancement.** Significant training and assistance to be successful; Educational assistance for professional growth and other training programs
- **Benefits.** Subsidized medical, dental, vision plan. Voluntary life insurance and disability coverage are available. Company paid life insurance, vacation, holiday and sick pay.
- **Future.** 401k to help set you up in life and time-off with pay to enjoy your life (after meeting employment eligibility).
- **Compensation.** Base pay plus commission that puts you in the driver's seat of how much you earn

To join the Northland team, please specify the position and send your resume to:

ATTN: Call Center Agent
Northland Communications
PO Box 961
Corsicana, TX 75151
Fax: (903) 872-6623
E-mail: thipp@northlandco.com

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