



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:

Regional Customer Support Agent - Corsicana

The Regional Customer Support Agent (CSA) represents Northland and its products to customers in a professional, effective, courteous and knowledgeable manner. It is the CSA's responsibility to know and understand all Northland products and services. CSA's are to treat each customer contact as an opportunity to connect with customers in order to exceed system goals through the use of effective customer service, technical and troubleshooting techniques. CSA's work together with other Northland employees and offices as a team to provide a superior customer experience. The CSA reports directly to the Business Manager.

What Northland wants...

- **Attitude.** Display a great positive outlook with an enthusiasm for customer service.
- **Knowledgeable.** Maintain current and complete knowledge of Northland's products and service.
- **Perseverance.** Perform well under pressure.
- **Flexibility.** Adapt to evolving business needs.
- **Aptitude.** Support regional operations by assisting customers with basic technical questions.

Who you are...

- **Experienced.** You have passion for assisting people and working with technology.
- **Educated.** Typing skills of 45 WPM or greater, with a high school diploma. 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.** Mentors, managers, and executives 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.
- **Future.** 401k to help set you up in life.

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

ATTN: Regional Customer Support Agent

Northland Communications

PO Box 961

Corsicana, TX 75110

Fax: (903) 872-6623

E-mail: thipp@northlandco.com

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