

Federated Broadband

Customer Service Representative

POSITION DESCRIPTION

- I. **Objective:** Communicate effectively when responding to member/non-member inquiries and concerns. Perform telephone system and computer functions effectively. Accurately maintains member/non-member accounts and records. Prepare correspondence to members/non-members and other external parties. Assist/direct members/non-members with questions on all programs available from the cooperative, including but not limited to Federated Broadband.

II. **Reporting Relationship:**

Reports to: broadband operations manager

Works with: general manager, department managers, and broadband staff.

III. **Responsibilities:**

A. Performs Personally:

1. Customer service

- a. Handle significant majority of customer inquiries without transfer of call.
- b. Responsible for Federated Broadband voicemail – responding or communicating as necessary.
- c. Demonstrate knowledge of departmental functions for call direction.
- d. Demonstrate a commitment to customer service at all times to provide quality, efficient and courteous service.
- e. Promote current programs available through the cooperative.
- f. Assist with sales and marketing of Federated Broadband such as direct mail campaigns, call campaigns, walking door-to-door campaigns, fairs, expos, parades, town hall meetings, etc.

2. Billing Assistance

- a. Assist with questions regarding broadband bills, account balances, regular/commercial/seasonal billing, various payment options (automatic payment, etc.), outage calls, and other related matters.
- b. Update and maintain member/non-member records in the corporate software, making changes promptly and accurately.
- c. Receive, and respond to telephone calls, and/or electronic communications for the broadband department related to outside plant, mainline construction, splicing, design, drops, installs, and trouble calls, and escalating to the broadband operations manager as needed.
- d. Perform all transactions in compliance with Federated Broadband policy.
- e. Complete sales orders with new customers in person or over the phone, schedule on in-house tech calendar and/or complete a service ticket for

sub-contractors, collect new customer information for billing system – communicate any pertinent information regarding the provisioning or installation to provisioner/techs.

- f. Assist with questions and process-related transactions concerning requirements for new services such as application for service, deposit, credit checks, identity checks, rates, and other related matters.

3. Operational Assistant

- a. Assist broadband operations manager with construction of outside plant activities.
- b. Assist in maintaining status of construction and installation activity and sharing information to ensure things are done in a timely manner.
- c. Assist with ordering of materials.
- d. Assist on preparing materials sheets for close out purposes.
- e. Assist in resource allocation to complete work.
- f. Assist in vendor/sub contract management.
- g. Assist in maintaining & creating work orders for broadband.
- h. Assist broadband operations manager with charging out record units for drops, installs and mainline materials.

4. Inventory

- a. Reports on inventory levels and help identify which products need to be replenished along with procedural efficiency and personnel issues to upper management.
- b. Complete proper paperwork and documentation as materials are checked in and out of warehouse.
- c. Completes regular inventory audits and reports numbers to fiscal office.
- d. Update and record deliveries receivable in PCS.
- e. Maintain Service Orders for broadband installations.
- f. Assists in the training of inventory procedure.

5. Other duties as assigned by broadband operations manager.

IV. Relationship:

A. Internal:

- 1. Broadband operations manager: To collaborate with on network operations, outside plant construction, vendor relations, customer billing, customer inquiries and customer service matters; to review and inform him/her of major problems or developments; to obtain information, guidance and necessary approvals; to review and inform him/her of any major problems or developments on the operations and working relationships between personnel and departments.

B. External:

- 1. Members: To answer questions and council members regarding collections, TV, billing, and assist in the maintenance of sound member relations.
- 2. Vendors: To maintain a working relationship and answer questions as required.

C. Qualifications:

1. Minimum of 3 years of experience in customer service preferred. Experience in telecommunications/broadband industries.
2. Bilingual preferred.
3. Good working knowledge of all Microsoft Office programs and billing software applications. Working knowledge of Fiber/Fixed Wireless Deployment and operations. Working knowledge of Network Monitoring systems.
4. Ability to meet and communicate effectively with people and fellow employees.
5. Must be sympathetic to cooperative principles.

PHYSICAL DEMANDS & ENVIRONMENTAL CONDITIONS

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|--|-------------------------------|
| Job Title: Customer Service Representative | Department: Broadband |
| | Last update: January 13, 2026 |

Data collection method(s): Observation - Interview

| Physical demands required to perform job duties | |
|---|--|
| Activity | Frequency - Examples |
| Standing | Occasionally stands |
| Walking | Occasionally walks within headquarters building to deliver/gather material. |
| Sitting | Frequently sits to perform accounting functions, use calculator and computer. |
| Lifting/Carrying | Occasionally lifts/carries materials weighing up to 30 lbs. |
| Twisting/Pushing/Pulling | Occasionally twists/pushes/pulls to file or retrieve material or change forms in printers. |
| Climbing/Balancing | Not applicable. |
| Kneeling/Crawling | Not applicable. |
| Talking | Occasionally disseminates information/talks to customers. |
| Hearing | Occasionally receives work instructions and listens to customers and other FREA employees. |
| Communication | Frequently communicates with customers, vendors and FREA employees. |
| Visual Ability | Frequently inspects written materials and uses calculator and computer. |
| Bending | Occasionally bends to retrieve material/documents. |
| Gripping/Grasping | Not applicable. |
| Other Physical Demands | Finger dexterity. |

| Environmental Conditions | |
|---|---|
| | Examples |
| Exposure to outdoor conditions: extreme cold/heat, precipitation | Not applicable |
| Low visibility | Not applicable |
| Extreme noise | Not applicable |
| Moving parts | Occasionally works with letter folding machine, postage meter, and forklift |
| Electric shock | Not applicable |
| High, exposed places | Not applicable |
| Radiant energy | Not applicable |
| Exposure to chemicals | Occasionally works with copier toner and cleaning products |
| Vehicular traffic | Not applicable |
| CRT screens | Heavy use of computer - 7-8 hours per day |
| Slippery conditions | Not applicable |
| Other environmental conditions | Not applicable |
| This analysis of the physical demands and environmental conditions accurately reflects the duties performed by incumbents in this position. | |
| Job Title: Customer Service Representative | Department: Broadband |
| Supervisor: Troy Rasmussen | Incumbent: |

Review 01/26