



# Mescalero Apache Telecom, Inc. NETWORKS



## *Employment Announcement*

**SITE:** *Customer Service Representative - 1 full-time*

**OPENING:** *August 7, 2025*

**CLOSING:** *August 26, 2025 (Close of Business - 9:00AM to 5:00PM)*

**SALARY:** *\$15.00/hourly*

### **CUSTOMER SERVICE REPRESENTATIVE**

*We are seeking a qualified, goal-focused CSR to join our MATT Team. This is an essential position in our company and is vital in providing customer service and focus on customer satisfaction. This individual should be outgoing, dynamic, self-motivated and enthusiastic about working with customers and co-workers.*

#### **POSITION OVERVIEW**

*The primary responsibility of the customer service representative is to provide excellent customer service to include resolving customer issues, questions, and concerns as well as providing proactive information. Take payments via credit cards, cash, checks or money orders and apply to accounts using the NISC system.*

#### **DUTIES AND RESPONSIBILITIES:**

*Responsible for the processing of customer orders, trouble tickets, etc.*

*Answer inbound customer calls regarding payments, add-on services, removal of services, billing issues, requests to cancel services, retain existing customers and*

*Maintain a strong, positive attitude and composure while managing extremely fast pace and potentially difficult situation*

*Must be able to effectively interpret and communicate information from NISC system; strives to continuously build knowledge and skills*

*Communicate with Sales/Marketing and IT Dept. to identify and solve customer requests and problems*

*Performs other work as assigned or assist other departments as needed.*

## COMPETENCY

*Demonstrates attention to detail*

*Identifies and resolves problems in a timely manner*

*Edits work for spelling and grammar; writes clearly and informatively*

*Is consistently at work and on time; able to deal with change, delays or unexpected events*

### DESIRED SKILLS AND EXPERIENCE

*High school diploma or general education degree (GED)*

*6 months - 1 year related experience and/or training; or equivalent combination of education and experience*

*Communication Skills: Strong written and verbal communications skills.*

*Computer Skills: Must have strong Microsoft Office (excel competency a must), e-mail and other PC application skills.*

*Submit applications to: Mescalero Apache Telecom, Inc.  
590 Sage Ave.  
Mescalero, NM 88340*