

## **CUSTOMER SERVICE REPRESENTATIVE**

**Job Code:** FTC-19-BUDE

**Date:** June 23, 2021

**Location:** Bude, MS

**Company:** Franklin Telephone Company, Inc.

### **Job Duties/Responsibilities:**

Provide assistance to new and existing customers via telephone, chat and e-mail. Perform account services including activation, deactivation and changes to phone, internet and video service. Receive payments and answer billing questions. Troubleshoot all services and schedule dispatch as necessary. Strong computer skills a must. Candidate must be able to maintain a pleasant demeanor when talking to customers.

### **Minimum Requirements:**

High School Diploma required. Associate Degree in related field preferred.

Please submit resume detailing education, experience and 2 business References to [hrjobs@telapexinc.com](mailto:hrjobs@telapexinc.com) for receipt by **August 3, 2021**  
Smoke free environment. EOE.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, or national origin. On request, reasonable accommodations will be made for qualified individuals with disabilities. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability.