



phone + internet + technology + security

Customer Experience Associate

Pineland is seeking a highly qualified Individual to serve as a member of the Customer Experience Team in the role of a Customer Experience Associate or CEA. The Individual selected to join this team will have a primary role of providing an overall excellent customer experience to Pineland residential and commercial customers in accordance with Pineland's Mission and Core Values. The individual will converse, engage, and sell Pineland's phone, internet, technology, and security products and services to walk-in and phone-in customers in a friendly and courteous manner. The Individual will be expected to listen, understand, and interpret a customer's needs and provide the best option for their satisfaction. The Individual will be the first customer contact for support, billing, and services.

Qualifications

Minimum of two years proven office and/or retail customer service and sales experience or equivalent. Minimum of high school diploma or equivalent. Post secondary degree preferred. Proven interpersonal, analytical, organizational, customer service, and communication skills. Proficiency with personal computers, software, and general office machines and telephone operation. Must be outgoing, self-motivated, with the ability to initiate conversation with customers and pro-actively discover best-fit solutions. Demonstrated ability to learn product and service offerings.

Locations

This position will work primarily in the Metter office with some days in the Swainsboro office. Training will occur in both locations and in the field.

How to apply

An application can be found on the Pineland website – www.pineland.net. The completed application, resume, cover letter, and three work related references should be sent via mail, email, or dropped off in a sealed envelope to the following:

Hiring Manager
Pineland Telephone Cooperative, Inc.
PO Box 678 | Metter, GA 30439
dlee@pinelandtelco.com

Applications can be dropped off at the Metter office only. Please use a sealed envelope.

30 S Rountree Street | Metter, GA 30439
No faxed applications will be accepted.

Deadline to apply - November 30, 2021 at 5PM

Pineland's mission is to offer an outstanding customer experience through the efficient delivery of progressive technology solutions in the markets served. We will achieve this mission by applying the Core Values of Excellence, Integrity, Innovation, and a Servant's Heart in everything we do.