



## Customer Experience Associate Americus, GA

Pineland is seeking a highly qualified Individual to serve as a member of the Customer Experience Team in the role of Customer Experience Associate (CEA). This position offers an entry to mid-point hourly pay range of \$19-\$26, and includes a competitive benefits package of health, life, and long-term disability insurance, pension, matching 401k, and subscriber services. This position is full-time, with some overtime available, primarily stationed in the Americus office. Training will occur in the office and in the field, and will include overnight travel/training to Metter, GA. Typical hours are Monday-Friday, 8am-5pm.

The primary role of the Customer Experience Associate is to provide an excellent customer experience to residential and commercial customers in accordance with Pineland's Mission and Core Values. CEAs converse, engage, and sell Pineland's phone, internet, technology, and security services to in-person, phone-in, and online customers, while understanding and interpreting customer needs to provide the best service solution. Our Customer Experience team is the first contact for support, billing, and services. This position is highly technical and software driven with advanced learning opportunities available.

### Qualifications

Minimum of two years proven office and/or retail customer service and sales experience, or equivalent. Minimum 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 technology. Must be outgoing, self-motivated, and demonstrate ability to learn product and service offerings.

### How to apply

An application is available online at [www.pineland.net](http://www.pineland.net). The completed application, resume', cover letter, and three work related references should be sent via mail, email, or dropped off at our Metter or Americus business offices in a sealed envelope to:

Hiring Manager  
Pineland Telephone Cooperative, Inc.  
PO Box 678, Metter, GA 30439  
[dlee@pinelandtelco.com](mailto:dlee@pinelandtelco.com)

Business Offices: 30 S. Rountree St., Metter | 1106 Fetner Dr., Americus

No faxed applications will be accepted.

**Deadline to apply – October 7, 2024, 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.