



Customer Experience Associate

Pineland is seeking a qualified individual to join our Customer Experience Team as a Customer Experience Associate (CEA). This full-time position offers an entry to mid-range hourly pay of \$19–\$26 and includes a competitive benefits package featuring health, life, and long-term disability insurance, a pension plan, matching 401(k), and subscriber services. The position is primarily based in the Metter office, with some overtime opportunities available. Training will take place both in the office and in the field.

The Customer Experience Associate's primary responsibility is to deliver an excellent experience for residential and business customers while supporting Pineland's Mission and Core Values. CEAs assist customers in person, by phone, and online, helping them understand and select the best options from Pineland's phone, internet, technology, and security services. As the first point of contact for support, billing, and service inquiries, CEAs must be able to identify customer needs and recommend the most effective solutions. This role is highly technical and software-driven, with opportunities for advanced learning and professional development.

Qualifications

Minimum of two years of proven customer service and sales experience in an office or retail environment, or equivalent experience. A high school diploma or equivalent is required; a post-secondary degree is preferred. Strong interpersonal, analytical, organizational, customer service, and communication skills are essential. Candidates should be proficient with personal computers, software applications, and general office technology. Must be outgoing, self-motivated, and able to quickly learn product and service offerings.

How to apply

Applications are available online at www.pineland.net under About → Careers. Completed applications, along with a resume, cover letter, and three work-related references, may be submitted by mail, email, or delivered in a sealed envelope to our Metter business office at:

Attn: Hiring Manager, Pineland Telephone Cooperative, Inc.
P.O. Box 678 | 30 S. Rountree St. | Metter, GA 30439
ethompson@pinelandtelco.com

No faxed applications will be accepted.

Deadline to apply – April 6, 2026 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.