

Customer Service Representative

Job Code: 20250124

Date: January 9, 2025

Location: Louise, MS

Company: Franklin Telephone Company, Inc.

Job Duties/Responsibilities:

Responsibilities will include, but not be limited to, providing assistance to new and existing customers via telephone, chat and email, 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.

Minimum Requirements:

High School Diploma required. Associate Degree in related field preferred. Must be proficient in Microsoft Word and Excel. Excellent oral and written communication skills with customer service experience required.

Please submit resume detailing education, experience and 2 business references to hrjobs@telapexinc.com for receipt by **January 24, 2025**. 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.