



308 Second St SW – Jamestown, ND – 252-5281

We currently have 1 opening for a Customer Service Representative.

Cable Services has an opening for an individual with strong customer service skills and office experience to work in a growing technology business.

Duties:

- Sort, open & assist in processing mail
- assist with payment entry into computer
- answer phones and route calls
- receive payments from cable & Internet customers
- assist customers with billing, TV or Internet questions
- schedule of installation and service work in Windows based software
- answer or forward email questions
- demonstrate TV and Internet services
- daily interaction with Computer division
- This is not an entry level position

Desired Qualifications:

HS graduate and some college/business school training
must have previous office or customer service experience – 2 years desired
accounting skills needed

Will work with electronic billing, ACH, CC

Strong computer experience and able to use email and Internet
Enjoy television

Office equipment experience, fax, copiers, word processing

Good at 10 digit keypad entry, speed test available at CSI

Fast learner. Able to handle a variety of tasks

Good communication and clerical skills. Pleasant phone voice

Enjoy customer interaction, on phone and in-person

Reside in CSI Jamestown cable service area

Office building is smoke-free

Work location 308 SW 2 in Jamestown, (Historic Franklin School) .

Wage \$18 to \$29/hr depending on qualifications. Work 30 to 40 hrs per week, typical 8 am to 5 pm M-F. Other benefits available after 90 days (single health/dental insurance, Cable TV/Internet, and more). Will consider part-time – 20 hrs/week average.

Submit employer job application and resume in person 308 2 St SW Jamestown, or by mail: Roy Sheppard, Cable Services, PO Box 608, Jamestown ND 58402.

Job Online at www.JamestownUSA.com . Rolling Interviews.

[Print Application Form PDF](#) at JamestownUSA.com.

Any application will be held active for 60 days. After 60 days, applicants wishing to be considered should notify us in writing. Employment discrimination is prohibited by law. You are entitled to notify the FCC, EEOC or other appropriate agencies regarding violation. We are an equal opportunity employer