

## Customer Service Representative – Broadband Services

Newport Utilities is actively seeking two motivated and dynamic Customer Service Representatives – Broadband Services. This position will provide customer service and support to all NU and NU Connect subscribers needing assistance with new broadband service, broadband service changes, and broadband billing questions and complaints. Knowledge, skills and abilities required include: Minimum Associate's Degree in Marketing, Business, or related field, and two years cable or broadband customer service/sales experience; or five years cable or broadband customer service/sales experience; A history of meeting or exceeding sales expectations; Customer service or call center experience with exceptional communication skills; and Microsoft Excel, Word, and experience with customer service management systems. Refer to complete job description at [www.newportutilities.com](http://www.newportutilities.com) for additional requirements. Must possess and maintain a valid TN driver's license. Excellent benefit package and salary commensurate with qualifications. Please submit resume and application to: [cfrisbee@newportutilities.com](mailto:cfrisbee@newportutilities.com). **NO PHONE CALLS PLEASE**; EEO/M/F.