

## **Discover the Possibilities**

### **Customer Account Representative**

Norvado, Northwestern Wisconsin's premier provider of technology products and services, is looking for a Customer Account Representative to join our team.

#### **Why us:**

Innovative. Learner. Adaptable. Passionate. Adventurer. Nature lover. Can-do Attitude. If you would use any of these terms to describe yourself, then the folks at Norvado are your kind of people. Our mission at Norvado is to deliver leading technology that allows the up-north lifestyle to keep a strong connection with the world. We take pride in being good stewards of our communities and ground our business decisions with that in mind.

Our area can provide you with the high-quality of life you've always dreamt of. From unique small businesses to pristine lakes, modern medical facilities to top-notch education, you'll find Norvado is home to a place like no other. Our territory includes the south shore of Lake Superior, national forests, and many inland lakes. If that's not enough, we have an abundance of history, music, and art all with the small-town feel.

Perks to being a hard-working Norvado employee include medical and dental insurance, PTO, generous 401k match, profit sharing and best of all, wanting to come to work on Monday.

We are a local company making a big impact in our communities. Providing Northwestern Wisconsin with everything big cities have and everything they don't.

#### **This Role:**

The Customer Account Representative compiles and maintains information regarding customer billing records and keeps all records and information pertinent to subscriber billings, subscriber memberships, subscriber service orders, and subscriber accounts receivable.

#### **Education and Experiences Needed To Be Successful:**

- Knowledge and skills usually acquired through an Associate's degree in Accounting or related field or the equivalent training and experience.
- One year of customer service experience.
- Computer literacy including a working knowledge of Microsoft Office software and applications.
- Experience with billing/customer account software preferred.
- Knowledge of technology company rates, procedures, service offerings and regulatory requirements for telephone utility reporting preferred.

- Basic understanding of communications and technology terminology, subscriber/community concerns, and changes in regulation and the marketplace preferred.

**Skills, Abilities, Qualifications or Expectations:**

- Ability to maintain confidentiality with regard to customer and company data.
- Must be able to demonstrate effective customer services/communication skills with face to face and phone customer contact.
- Ability to maintain a high level of attention to detail and a high degree of accuracy.
- Ability to accurately perform basic math functions such as addition, subtraction, division, percentages, fractions and ratios.
- Strong written and verbal communication skills.

Want to join Norvado in making an impact? Send us a copy of your resume to [jobs@norvado.com](mailto:jobs@norvado.com) or give us a call at 715-339-7512.