



Job Title: Customer Experience Internship
Reports To: Operations Manager
Location: Harmony, MN or Spring Grove, MN
FLSA Status: Non-Exempt

Job Summary

During this internship you will learn about providing billing and customer support. Customer Experience Representatives are the primary point-of-contact for residential and/or small business customers of MiBroadband and Spring Grove Communications. The CSR position will educate customers on our products & services and offer advice on what best fits customer's needs. You will learn how to promote the company brand and provide quality customer service to current and potential new customers.

Essential Job Function:

- Billing/Payments
- Connect/Disconnects
- Sales
- Trouble/Tech Support
- Communication with Customers