



# Superior Connections

Connecting YOU To The World

Owned and Operated by the Bad River Band of Lake Superior Chippewa Indians

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MOCCASIN TRAIL COMPLEX

P.O. BOX 39

ODANAH, WI 54861

**Job Title:** Customer Service Representative  
**Department:** Superior Connections  
**Hourly Rate:** \$10.00-\$15.00Hr. (DOQ) Full Time - 40 Hours  
**Exempt:** No/Hourly  
**Supervisor:** Superior Connections Manager



**Posting Date:** In-House

**Opens:** November 2, 2021

**Closes:** November 8, 2021, at 4:30 pm

**Posting Date:** Public

**Opens:** November 10, 2021

**Closes:** November 24 2021, at 4:30 pm

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**Summary:** The Customer Service Representative assures customers satisfaction and upholds service level agreements for customers as they relate to services offered by Superior Connections. Assist in customer retention initiatives by providing results-oriented services through the delivery of service information, resolving issues, and responding to and service inquiries; maintain customer account and order records by updating account information and recommending potential services to customers; Resolves service problems by clarifying the customer's complaint; Determines cause of problems and selects and explains the best solution to solve the problem, which may include expending correction or adjustment and follow-up to ensure resolution; In addition to, upholding service requirements through maintaining contact with customers, conducting surveys, and benchmarking best practices.

**Essential Duties and Responsibilities** include the following and all other duties as assigned.

- Prepare, develop and maintain financial records/reports for business; ensuring familiarity and adherence to standard accounting structures following established federal, state, and tribal policies and procedures; to ensure business operations are efficient and cost-effective.
- Prepare, develop, maintain, and oversee all business administrative activities; prepare and maintain customer invoices, files, business correspondences, and community outreach activities.
- Ability to lead, plan, develop all assigned research, team activities, construction projects, and management training.
- Collaboration with all staff at Superior Connections, Tribal and non-tribal businesses, and individual customers is required; in addition to attendance at various meetings to accomplish duties
- Stay well-informed of information on technologies and competitors related to the telecom industry as it relates to the business.

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Knowledge of the uniqueness of the Bad River Community. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

**Required:**

- High school diploma or its equivalent.

- At least two (2) years experience in customer service, account management, office management, or a similar role as an internet service provider.
- Experience working with and implementing financial management principles, required.

**Preferred:**

- Associates degree in business, management, marketing, or related field. Prefer knowledge and demonstrated work experience in the telecommunication field.

**Other Skills and Abilities – Required:**

- Proficiency with using Microsoft Office products (Excel, PowerPoint, Outlooks, and Word) required.
- Experience with order entry, CRM (Customer relationship management), and e-commerce software preferred.
- Basic financial comprehension – understanding math and financial principles, required.
- Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions, required.
- Must be self-motivated, trustworthy, dependable, and flexible, and willing to work long hours occasionally.

**Background Check:**

- This position is contingent on the required ability to pass a Bad River background check.

**Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Language Skills:**

- Ability to read and comprehend simple and complex instructions, short correspondence, and memos.
- Ability to draft and write correspondence utilizing proper grammar and punctuation.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be able to enable individuals with disabilities to perform the essential functions. Must be physically able to perform all job duties. Mostly a sedentary position with some walking, standing, bending, stooping, and occasional lifting up to 25lbs and/or carrying for short distances.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Noise level may be moderate to loud.

**Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.**

**Send Application and Resume To:**

**Bad River Tribe  
Attn: Human Resources  
P.O. Box 39  
Odanah, WI 54861**

<http://www.badriver-nsn.gov/>

**Application material may also be emailed to:**

[HRmanager@badriver-nsn.gov](mailto:HRmanager@badriver-nsn.gov)

[HRassistant@Badriver-nsn.gov](mailto:HRassistant@Badriver-nsn.gov)