

# TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

## POSITION SPECIFICATIONS/DESCRIPTION

**POSITION:** Customer Success Representative (Tri-CoGo)  
**REPORTS TO:** Customer Success Manager  
**DEPARTMENT:** Tri-CoGo  
**DIRECTS:** None  
**EFFECTIVE:** February 2026  
**EXEMPT STATUS:** Non-Exempt

### **PURPOSE OF POSITION:**

To promote the sale and delivery of fiber-to-the-home broadband internet and VoIP telephone service to the community, acting as a brand ambassador, responsible corporate citizen, and representative of the organization to the communities served by Tri-County EMC and Tri-County Service Center, Inc. dba Tri-CoGo. To support all aspects of the subscriber experience, including but not limited to account initiation, scheduling of installations, provisioning, first tier technical assistance, billing, and providing outstanding service for a high level of subscriber satisfaction. To promote positive public relations through knowledgeable, responsive, and courteous interactions with current and potential subscribers, contractors, vendors, and the general public.

### **MINIMUM JOB SPECIFICATIONS:**

#### *Required:*

- High School Graduate or equivalent.
- Previous customer service and/or technical support experience
- Proven ability to plan/organize work to meet deadlines, all with a high degree of accuracy with attention to detail
- Strong analytical and critical thinking skills with demonstrated problem-solving abilities
- Strong written and oral communication skills and the ability to work as a team player
- Understanding and appreciation of technology and telecommunications along with general computer skills and proficiency in using standard office equipment
- Ability to effectively deal with people in difficult and stressful situations
- Passing Tri-County EMC's physical exam and pre-employment drug screening
- Valid driver's license

#### *Preferred:*

- Associate's degree in business, information technology, or related field
- Experience in an internet service provider (ISP) setting, preferably in a position providing direct customer interaction
- Familiar with telecommunications technologies such as fiber, cable, wireless internet or VoIP
- Familiar with online billing or customer relationship management (CRM) systems
- Familiar with government low-income programs such as Lifeline

**PHYSICAL DEMANDS:** *Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary work. Work performed is generally in an office with about 90% of time spent sitting at a computer terminal. Small amounts of time are spent walking and/or standing.

**WORKING CONDITIONS:**

General inside office environment with heavy telephone use

**WORKING RELATIONSHIPS:**

Internal: Two-way communication with immediate supervisor to receive direction; to provide work-related information; with supervisor to receive training and guidance; with other departments to secure support information and forward necessary correspondence and records.

External: Effectively interacts with customers to promote and explain services offered, policies, rates, procedures, and programs for Tri-CoGo. Demonstrates an awareness that the job exists to effectively serve each and every customer, and at every opportunity to achieve increased customer and public understanding for support Tri-County EMC and Tri-CoGo.

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## **KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION**

### **CUSTOMER SUCCESS REPRESENTATIVE TRI-COGO**

**NOTE:** The following are the major responsibilities of this position. They are not intended to cover each aspect of the position as the scope and duties of a given position may change or be temporarily altered based on the business needs of Tri-County EMC and Tri-CoGo. The basic requirement of every position is to perform all tasks as assigned by the manager.

- A. Communicate with existing and prospective internet and telephone customers regarding service inquiries, eligibility, billing inquiries, and technical questions about products and services
- B. Engage in need-based selling by identifying customers' high-speed data and VoIP service needs, proactively recommending and selling appropriate products and enhancements, and driving customer value through upsell and cross-sell opportunities while maintaining a high standard of customer satisfaction.
- C. Provide first level technical support and troubleshooting to subscribers using software troubleshooting tools including equipment management software and the company's network tools and appropriately escalate technical support issues
- D. Maintain accurate and complete customer records in a timely fashion including but not limited to customer documents, notes, and set up and provisioning of equipment to ensure continuity of appropriate records, correspondence, and service orders
- E. Help customers with billing issues, including questions about their bill, billing disputes, and payment processing
- F. Promote a positive subscriber experience through ongoing and effective employee/subscriber/contractor/vendor/partner communication
- G. Work individually and as a team member, to attain monthly key performance indicators (KPIs) in sales and retention, customer satisfaction, customer experience, and other metrics
- H. Perform outbound calling to support the sales of internet and phone products to customers as directed
- I. Attend community and promotional events as directed by leadership
- J. After hours staffing of call center may be required during major outages
- K. Promote and maintain a safe working environment, observing all safety rules
- L. Perform all other duties as assigned