

Customer Care Representative – O’Neals CA (On-Site)

Position Summary

The Customer Care Representative is accountable to assist customers with new telephone service applications, changes in existing service, billing inquiries, toll investigations, directory listings, and other telecommunication related services.

Key Responsibilities

- Provide exceptional customer service by assisting with all telecommunication needs, including sales of phone, internet, and cable services.
- Process service orders, quotes, billing adjustments, and account updates accurately.
- Explain billing details, investigate and resolve customer inquiries, and handle non-payment situations professionally.
- Maintain accurate customer and office records while supporting company revenue goals.
- Participate in training, meetings, and company programs to enhance skills and performance.
- Uphold safety standards, reliability, and professionalism in daily work.
- Perform other related duties as needed to support departmental and company objectives.

Qualifications

- High school diploma or equivalent required.
- Associate degree or vocational training in business or a related field preferred.
- Proficient in general office tasks and computer applications, including Word, Access, and Excel.
- Experience with billing systems preferred (Quintrex knowledge a plus).
- Typing speed of at least 30 WPM and accurate 10-key data entry by touch.
- Strong data entry, record-keeping, and customer service skills.
- Understanding of CPUC tariffs is desirable.
- Minimum 2 years as a general office clerk in a telephony or related environment, or Minimum 3 years of customer service experience performing duties aligned with this role.

About Us

At Ponderosa, we are committed to fostering communication and integrity. Every day, we approach our work with optimism, joy, and a passion for connecting communities. As a family-owned business, we work together to empower generations and help shape the future of telecommunications.



Why Join Us?

Generous Benefits: Although we are a small, family-owned business, we offer an extensive benefits package that rivals major corporations in the telecommunications industry. Many of our employees find the benefits to be incredibly generous.

Strong Relationships: At Table Top the size of our business allows for easy relationships with supervisors and coworkers. Our team quickly develops a strong sense of belonging and mutual respect.

Work-Life Balance: We understand the importance of balance. Most employees find that scheduling and using time off is simple and flexible.

Supportive & Fun Work Environment: We foster a workplace where team members respect one another but also enjoy having fun while getting the job done.

Impactful Work: Ponderosa is at an exciting, pivotal point as we expand our services and push the boundaries of technology. The opportunity to drive high-speed rural broadband services is vital, especially in today's world, where reliable internet is essential for connecting people, enhancing education, boosting local businesses, and providing services to underserved areas. It's not just about providing internet—it's about changing lives and connecting the future.

How to Apply

Interested candidates are encouraged to apply by submitting their resume and Internal Job Application to hr@ponderosatel.com. We look forward to hearing from you and potentially welcoming you to our team!

Location: O'Neals, CA (On-Site)

Employment Type: Full Time/Non-Exempt

Work Schedule: Monday-Friday; 8:00am to 4:30pm

Salary: \$ 44,636 to \$56,409; DOE

Ponderosa is an Equal Opportunity Employer.