



## Customer Service Representative

Federated Rural Electric Association headquartered in Jackson, MN seeking a motivated **Customer Service Representative** to join our broadband department in Jackson, MN.

**Key Responsibilities** are customer service, billing assistance, operational assistant, inventory, and other duties as assigned by the broadband operations manager.

**Required Qualifications** Three years experience in customer service preferred. Experience in telecommunications/broadband industries. Working knowledge of all Microsoft Office programs, billing software applications, Fiber/Fixed Wireless Deployment and operations, and Network Monitoring systems. Must be able to meet and communicate effectively with people and fellow employees. Must be sympathetic to cooperative principles.

**We offer** competitive wages of \$20-\$23 per hour based on experience and an attractive benefits package. Submit a resume and cover letter to: **Pam Heser, Executive Administrative Assistant, Federated Rural Electric** [heser@FREA.coop](mailto:heser@FREA.coop) by the application deadline of **February 16th, 2026**

**Full details** can be found on our website  
<https://www.federatedrea.coop> under the employment tab.