



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 Hesel, Executive Administrative Assistant, Federated Rural Electric** 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.