



We have an opening for a full time Customer Care Specialist.

SCTC has been providing our local members with the technology needed to stay abreast of changes since 1955. We are a member-owned Cooperative, offering the best customer care to our members as well as offering advanced communication and broadband services to residents and businesses located in Stayton, Sublimity and surrounding areas.

SCTC has built a state-of-the-art fiber-to-the-home network that reaches almost every customer in our serving area.

**Summary:** The Customer Care Specialist (CCS) interacts with customers to provide information about products and services, is involved in all aspects of customer care including initial contact, handling inquiries and problems in service, billing and payments. He/she may cashier, greet customers and answer phones, etc. while providing superior customer service to our customers.

**Qualifications:**

- The ideal candidate will have 3-5 years of previous experience as a Customer Care/Customer Service Specialist.
- Excellent written, verbal and listening skills with ability to follow through.
- Maintain an acceptable attendance and tardiness record.
- Must be a self-starter who is comfortable taking the initiative.
- Ability to work in a team environment with a spirit of cooperation.
- Ability to get along well with a variety of personalities and individuals.
- Assist customers in setting up accounts, disconnecting accounts, taking trouble calls, upselling products and services, sharing promotional opportunities, etc.
- Familiar with current media streaming devices and OTT (Over the Top) video options over the internet.
- Ability to act calmly under stress and not be hasty or impetuous.
- Must possess a valid driver's license and a good driving record.
- High School Diploma or equivalent.

**About Us:**

We know that a company's success starts with its employees and that an individual's success starts with the right career opportunity. We strive to find a fit that is beneficial to both the individual and the company. We are a drug free company and we offer outstanding benefits. SCTC is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. This position is in Stayton, Oregon.

If you are a qualified candidate and would like to join our team, please submit your resume by email to [resumeshr@sctcweb.com](mailto:resumeshr@sctcweb.com). For more information about SCTC, please visit our website at <https://sctcweb.com>