



Customer Service Representative

Ridgeville Telephone Company has proudly served the community for over 100 years. We're looking for someone eager to grow within a stable, community-focused organization—someone who is confident, optimistic, and detail-oriented to join our team as a Customer Service Representative (CSR). This role is ideal for an individual who is upbeat, approachable, and self-motivated, with strong interpersonal skills and a genuine desire to assist others.

As a CSR, you'll serve as the primary point of contact for our customers—responding to inquiries, resolving issues, and ensuring a friendly and efficient experience across all communication channels, including phone, email, and in person. Core responsibilities include creating service/work orders, processing payments, maintaining accurate customer records, and supporting general clerical tasks.

We're looking for someone who:

- Demonstrates empathy, patience, and professionalism
- Works well independently and as part of a team
- Has strong attention to detail and communication skills
- Is proficient in Microsoft Word, Excel, and PowerPoint

Additional Skills: *(Preferred but Not Required)*

Experience with billing, invoicing, or financial record-keeping / accounting is a plus. In a small, team-oriented environment, versatility and a willingness to wear multiple hats is highly valued.

Education:

A high school diploma or equivalent is required. Post-secondary coursework or experience in business, communications, or a related field is preferred.

Training will be provided for our internal billing and shareholder systems.

Location: Ridgeville Corners, OH

Work Schedule: Monday–Friday, 8:00 AM to 4:30 PM (In-Person)

To Apply:

Please send your resume, cover letter, and references to rtechr@rtecexpress.net by June 30, 2025.