



MESCALERO APACHE TELECOM, INC. NETWORKS



Employment Announcement

Site: *Customer Service Representative – 1 full-time*

Opening: *05-11-2026*

Closing: *05-22-2026*

Salary: *\$15.00*

Customer Service Representative

We are seeking a qualified, goal-focused CSR to join our MATI Team. This is an essential position in our company and is vital in providing customer service and focus on customer satisfaction. This individual should be outgoing, dynamic, self-motivated and enthusiastic about working with customers and co-workers.

Position Overview

The primary responsibility of the customer service representative is to provide excellent customer service which include resolving customer issues, questions, and concerns as well as providing proactive information. Take payments via credit cards, cash, checks or money orders and apply to accounts using the NISC system.

Duties and Responsibilities:

Responsible for the processing of customers orders, trouble tickets, with correct information

Answer inbound customer calls regarding payments, add-on services, removal of services, billing issues, requests to cancel services, retain existing customers

Maintain a strong, positive attitude and composure while managing extremely fast pace and potentially difficult situation.

Must be able to effectively interpret and communicate information from NISC system; strives to continuously build knowledge and skills.

Communicate with Sales/Marketing and IT Dept. to identify and solve customers requests and problems

Performs other work as assigned or assist other departments as needed.

COMPETENCY

Demonstrates attention to detail

Identifies and resolves problems in a timely manner

Edits work for spelling and grammar; writes clearly and informatively

Is consistently at work and on time; able to deal with change, delays or unexpected events

DESIRED SKILLS AND EXPERIENCE

High school diploma or general education degree (GED)

6 months – 1 year related experience and/or training; or equivalent combination of education and experience

Communication Skills: Strong written and verbal communication skills.

Computer Skills: Must have strong Microsoft Office (Excel competency a must), email and other PC application skills.

Submit applications to: Mescalero Apache Telecom, Inc.

75 Carrizo Canyon Rd

Mescalero, NM 88340