

Customer Service Representative (CSR) – Customer Accounts & Operations

Bloomer Broadband
1120 15th Ave.
Bloomer, WI 54724
715-568-4830
www.bloomer.net

FLSA Status: Full-time, Non-Exempt

Bloomer Broadband is seeking a **Customer Service Representative (CSR) - Customer Accounts & Operations** to join our front-office team as we look toward long-term continuity and internal growth.

About Bloomer Broadband

Bloomer Broadband is a community-focused broadband provider delivering modern fiber-based internet, voice, and video services to homes and businesses in our region. Our CSR's play a critical role in representing Bloomer Broadband with professionalism, integrity, and pride in workmanship.

The Role

As a CSR, you are the first point of contact for our customers and a core part of our daily operations. You will work closely with an experienced front-office team to support customer accounts, billing accuracy, and service coordination.

Over time, this role offers expanded exposure to financial processes, account analysis, and internal reporting for the right candidate.

Day-to-Day Responsibilities

- Serve customers by phone, email, and in person with professionalism and care.
 - Answer questions related to billing, service features, and account changes.
 - Create and manage service orders to ensure correct billing and scheduling.
 - Coordinate with technicians for installations, upgrades, and service calls.
 - Process customer payments and maintain accurate account records.
 - Document customer interactions accurately in billing and service systems.
 - Support monthly billing and account reconciliation activities.
 - Follow established customer privacy (CPNI) and compliance procedures.
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Built-In Growth & Development

This position is intentionally designed to grow beyond traditional CSR duties. As experience and aptitude develop, opportunities may include:

- Deeper involvement in billing review, adjustments, and account analysis
- Exposure to internal financial processes and reporting.
- Increased responsibility supporting customer accounts and operational workflows.
- Skill development aligned with business operations, finance, or accounting functions.

We value employees who want to build a long-term career, take initiative, and grow alongside the organization.

Who Will Succeed in This Role

- Enjoys customer interaction *and* behind-the-scenes problem solving.
- Has an interest in numbers, accuracy, and understanding how accounts flow.
- Comfortable learning new systems and asking thoughtful questions.
- Detail-oriented, dependable, and team-focused.
- Communicates clearly and professionally.
- Fits well within a collaborative office environment.
- Previous customer service experience is strongly preferred.
- An interest in finance, accounting, or business operations is helpful - but formal training is not required.

Why Bloomer Broadband

- Stable, locally rooted employer with long-tenured staff.
 - Strong team environment with hands-on training and mentorship.
 - Opportunity to “home-grow” into expanded responsibility.
 - Meaningful work supporting the community we serve.
 - Excellent benefits, including health, dental, and life insurance; short- and long-term disability coverage; a retirement plan with employer contributions; and discounted company services.
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Equal Opportunity Statement

The statements herein describe the general nature and level of work being performed and are not intended as an exhaustive list of duties. This position does not constitute a contract of employment and may change based on business needs.

Bloomer Broadband is an equal opportunity employer committed to providing a respectful and inclusive workplace.

Location: 1120 15th Ave, Bloomer, WI

Status: Hourly position (full-time)

Interested candidates may apply at **bloomer.net**, submit a resume and references to apply@bloomerbroadband.com, or mail a resume and references to Bloomer Broadband office at 1120 15th Avenue, Bloomer, WI, 54724