

**Title: Member Support Technician**

VernonCom is looking for a motivated individual who is passionate about providing excellent customer service and taking on new challenges.

**Description:**

If you're interested in delivering outstanding customer service and creating positive experiences for members, we invite you to apply for the Member Support position and strengthen our support team!

As a Member Support Technician, you'll interact with customers to implement, process and complete orders for services. You'll provide account maintenance for customers, coordinate account payment and collection activities. You'll assist in driving revenue through promotion of our features, services, and products to current and potential customers! As a company representative, you will hold a key role in carrying out company values: Make it Easy, Do What You Promise and Empower Progress!

**Potential Responsibilities:**

- Support and assist the Member Support Supervisor in daily operations and department initiatives.
- Receive and route telephone calls, providing accurate and timely information to callers.
- Respond to public inquiries regarding the selection and availability of services.
- Provide customer education/ training on available products and services to ensure informed decisions.
- Work with Marketing Dept. to understand and promote current initiatives.
- Open, process, assign and close trouble tickets and service orders accurately and efficiently.
- Perform help-desk duties for Phone, Video and Internet products assisting both internal staff and customers.
- Create and maintain departmental spreadsheets and documentation.
- Maintain thorough knowledge and understanding of interdepartmental relationships and workflows within the organization.
- Operate in full compliance with VernonCom policies and procedures.
- Attend seminars, training sessions, and internal/external meetings.
- Participate in community service/civic events.
- All other duties as assigned.



### **Position Requirements:**

- High school diploma or equivalent required.
- One to three years customer service/clerical work experience preferred.
- Computer literacy including a working knowledge of Microsoft Office products.
- Knowledge of general customer billing systems.
- Knowledge of VC products and services.
- Experience with basic office equipment such as scanner, copier, fax machine.
- Friendly, positive attitude and professional appearance.
- Top-notch customer service skills.
- Ability to manage multiple projects and tasks simultaneously while maintaining accuracy and efficiency.
- Exceptional written and verbal communication skills.
- Willingness to work non-traditional hours to meet deadlines if necessary.
- Demonstrated ability to build strong working relationships with staff, fostering a positive work environment based on teamwork and respect.
- Maintain a positive attitude during times of increased workloads and unexpected deliverables.
- Travel may be required.
- Must possess and maintain a valid driver's license.

### **Physical Requirements:**

- Ability to sit, stand, and move around for extended periods.
- Lift and maneuver light to moderate office supplies and equipment.
- Visual acuity to read printed materials and view computer screens for extended periods.

**Job Type:** Full-Time

**Pay:** Exceptional benefit package. Starting wage estimated at \$21.00-25.00/hour with consideration of experience.

**Work Location:** 103 N. Main Street, Westby, WI 54667

If you're interested in joining our team, please visit our website to apply: [www.vernoncom.coop](http://www.vernoncom.coop)  
For a more detailed job description, please email [aswiggum@vernoncom.coop](mailto:aswiggum@vernoncom.coop).  
Applications are due no later than June 5<sup>th</sup>, 2026, at 4:30 p.m.