



**Position Title:** Customer Service Representative 1 (CSR1)

CRC is looking for energetic and dedicated people to help us achieve our vision of exceeding our member/customer expectations. We look for quick learners with the proven ability to handle multiple priorities in a fast-paced environment, while encompassing a professional attitude, company and customer focus and effective communication skills.

A CSR plays an integral part in providing quality service to members/customers of electric cooperatives and energy providers from across the United States. CSRs assist customers with their telephone inquiries by answering questions, resolving concerns, and providing/receiving information; involves spending extensive time multi-tasking on a computer and telephone.

If you thrive in a fast-paced, customer-focused environment, are able to interface with a variety people in a positive manner; work well independently and as part of a team; possess strong written and verbal communication, listening and problem solving skills; and are flexible and receptive to change, you may be a good candidate for this position.

Typically, CRC offers a variety of shifts including early morning, afternoon/evening and overnight hours. Scheduling usually includes working a weekend rotation along with a holiday rotation due to CRC being a 24-hour/7 day-a-week service provider.

CRC offers competitive pay, weekend and shift differentials, paid training, educational/tuition assistance, benefits (medical, dental and vision), paid time off, and 401K plan with up to a 6% match, plus more, for both full-time and part-time employees.

CRC is currently hiring at all sites. Once CRC has received your application, we will contact you if your background and experience meet what we are looking for. CRC will keep all applications on file for one year.

**To apply, please submit a completed CRC application form (available on [www.crc.coop](http://www.crc.coop) or on-site) in person, by fax, mail or email.**

*Pre-employment drug testing and typing/skills assessment required.*

*CRC is an equal opportunity employer*

**Cooperative Response Center, Inc.**

Attn: Human Resources Development Department

2000 8<sup>th</sup> Street NW

Austin, MN 55912

Fax: 507-437-2099

Email: [employment@crc.coop](mailto:employment@crc.coop)

Website: [www.crc.coop](http://www.crc.coop)

---

**Application Information**

- To be considered an applicant, you must complete a CRC application form. A resume will not replace the application form.
- Only applicants with complete materials will be considered.
- Appointments will be scheduled with those individuals selected for an interview.
- Applications will be accepted until the position is filled or until the posted application deadline if applicable.

The Immigration Reform and Control Act requires that all employers verify the identity of all new employees and to confirm that each employees has a right to work in the United States. All offers of employment are contingent on timely production of documents by the applicant necessary to verify employment authorization and identity.

Requests for reasonable accommodation during the application and/or interview process should be made to the Human Resources Development Department at 507.437.2400.

Cooperative Response Center, Inc. (CRC) is an equal opportunity employer and selects individuals best matched for the job based upon job-related qualifications regardless of age, race, sex, color, religion, creed, sexual orientation, disability, veteran status, national origin or any other status or characteristic protected by law.

---