

WE ARE HIRING!

Title: Customer Solutions Specialist
Department: Customer Service
Reports To: Customer Solutions Manager
Deadline to apply: September 5, 2025



Position Overview:

Are you passionate about making a positive impact in your community through exceptional service and innovative problem-solving? Join Tullahoma Utilities Authority (TUA) as a Customer Solutions Specialist, where you'll be at the forefront of delivering outstanding experiences to our customers.

In this dynamic role, you'll serve as the vital link between TUA and the individuals, families, and businesses we proudly serve. You will handle inquiries and provide solutions for our electric, water, wastewater, and broadband services. Whether addressing service needs, troubleshooting technical issues, or educating customers on TUA's offerings, you'll be empowered to find answers, resolve challenges, and build relationships that enhance trust and satisfaction.

As a Customer Solutions Specialist, you'll be part of a forward-thinking team dedicated to innovation and excellence. We're looking for someone with a passion for customer care, the ability to think on their feet, and a drive to exceed expectations. If you thrive in a fast-paced environment, value teamwork, and want to contribute to the growth and success of a community-focused organization, we want to hear from you!

Key Responsibilities:

- **Customer Support:** Respond to customer inquiries, including payment processing, across all TUA service lines, ensuring a seamless and consistent experience.
- **Problem Resolution:** Assist with resolving customer concerns, escalating complex issues to the appropriate team as needed.
- **Service Knowledge:** Develop and maintain a thorough understanding of TUA's utility and broadband offerings.
- **Communication:** Act as a liaison between customers and TUA's internal teams to facilitate timely and effective solutions.
- **Feedback Collection:** Document and report customer feedback to help identify opportunities for service improvements.
- **Process Improvement:** Contribute to enhancing workflows and customer service strategies.

Requirements:

- High school diploma or equivalent required; an associate's or bachelor's degree in a relevant field (e.g., communications, business, or technology) is a plus.
- 2+ years of customer service experience, preferably in utilities, telecommunications, or a related field
- Be an Ideal Team Player (Humble, Hungry, and Smart)
- Uphold TUA's core values of customer focus, integrity, innovation, safety, and dedication
- A customer-focused mindset with a genuine desire to help others.
- Adaptability and a commitment to continuous improvement.
- Collaborative team spirit and a positive attitude.

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FLSA STATUS: Non-Exempt

At Tullahoma Utilities Authority, we're dedicated to providing exceptional service to our community, no matter the time or circumstance. While this role primarily follows standard business hours, there may be occasions when after-hours work is needed during emergencies to ensure we continue delivering reliable services. Being part of our team means embracing these moments as opportunities to make a meaningful impact and support our neighbors when they need us most. Together, we rise to the challenge!

Other Details:

At Tullahoma Utilities Authority, we don't just provide essential services—we cultivate a workplace where team members feel valued, supported, and empowered to grow. Our commitment to innovation, teamwork, and community creates an environment where you can thrive professionally and personally. Join a team that truly cares about its people, celebrates achievements, and makes a difference every day. At TUA, you're not just part of a team—you're part of a family.

TUA offers excellent benefits including:

- Health insurance (100% paid for employee, 75% paid for family)
- Dental insurance (100% paid for employee)
- Life insurance (100% paid for employee at 4X salary)
- Long-term disability insurance (100% paid for employee)
- Employee uniforms (100% paid for employee)
- Tuition reimbursement (up to 100% paid for employee)
- Defined contribution retirement (company contributes 12% of salary)

This is a full-time position with excellent benefits. Normal hours are 7:30 a.m. to 4:30 p.m. Monday-Friday. Possible after-hours during emergencies.

The candidate will be required to submit to a physical examination, pre-employment drug testing, and a background examination. TUA is a drug-free workplace and an equal-opportunity employer. Employee will be subject to random Drug and Alcohol Tests per company policy.

To apply, send cover letter and resume to sray@tullahomautilities.com.
