

**Job Title:** Office Manager  
**Job Location:** Tahlequah Cable TV, Tahlequah, OK  
**Reports To:** General Manager  
**Department:** Administrative

**Mission:**

Build and lead a sales office made of customer service representatives focused on common objectives and goals. Share intelligence and create strong team performance and group/individual accountability. Initiate group discussions; communicate with other system staff members and plan methods of freely sharing information. Keep a positive attitude and an open-minded perspective. Maintain cohesiveness and effectiveness of the cable office in spite of internal frustrations, doubts, uncertainties, disagreements, or conflicts. Demonstrate a high-performance standard and accomplish the cable office sales goals and provide the highest level of customer service while ensuring the cable office billing, customer accounts and records are kept correctly.

**Job Description:**

The Office Manager builds and leads a team of customer service representatives and is responsible for revenue unit growth and monitoring / obtaining preset sales objectives. Responsible for hiring, supervising and evaluating CSR's with review of General Manager. One of the primary responsibilities is to recruit, train, motivate and develop the sales team so that it meets or exceeds sales objectives. Second just as important responsibility is effective management of the administration aspect of the cable office. Will also work with General Manager to develop and implement sales strategies, which will be accomplished through team building and the development / training / coaching of the system's sales resources. This position reports to the General Manager.

**Required Tasks / Skills Needed:**

The Office Manager will participate in the development and supervise the execution of detailed sales programs, establish individual and group targets, position strategic cable products with the company's customer base, protect the revenue base through relationship selling and increasing customer satisfaction, direct the CSR's to the highest revenue opportunities, and will maintain effective support staff utilization and proper development of the system's in-house sales force. This will require strong telemarketing skills, excellent communication and listening skills, and a friendly and outgoing personality is essential.

The Office Manager must possess a strong commitment to customer service. Patience, understanding and a sense of humor a plus. The Office Manager must be able to work in a self-directed environment and respond accurately and promptly to customer issues and questions; effectively manage telephone sales functions to maximize revenue on incoming orders; and have the ability to establish new client base through cold calling and outbound telemarketing of existing customer base. Maintain effective and efficient administrative cable office.

The Office Manager will work with the Corporate Sales Trainer to provide product knowledge training and execute morale building and incentive programs to the sales team and will continuously track each team member's sales success on a product by product basis.

The Office Manager will be on a salary and incentive/bonus based compensation plan and will be accountable for meeting revenue objectives related to all applicable product lines. Leadership and team coaching experience are necessary. A minimum of two years' customer



- 401K matching contribution by the company
- Profit sharing
- Take-home company vehicle provided
- Company-provided cell phone
- NCTI Educational Training Reimbursement Program
- Employee Assistance Program

**TAHLEQUAH CABLE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.**

**TAHLEQUAH CABLE, INC. DOES NOT DISCRIMINATE BASED ON RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR GENDER. APPLICANTS MAY NOTIFY THE EEOC, FCC, OR OTHER APPROPRIATE AGENCY IF THEY FEEL THEY HAVE BEEN DISCRIMINATED AGAINST.**