

Job Title: Office Manager
Job Location: Pine Bluff, AR
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 business 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. Secondly, The Office Manager is responsible for effective management of the administration aspect of the cable office, including but not limited to cash control, auditing CSR's work and ensuring that company policies and procedures are followed by office staff. 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.

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. Maintain cash control and security in the cable office.

Leadership and team coaching experience are necessary. A minimum of two years' customer service/sales experience is required, as well as a high level of self-motivation, solid PC skills, and excellent interpersonal/communication skills. Must be a quick learner.

Other:

- Successful candidate must pass pre-employment and random drug screenings throughout employment.
- Successful candidate must pass background/criminal record check.
- Our office is a smoke-free environment; therefore, non-smokers only
- This job is a "Safety-Sensitive Position" pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

Benefits:

- 401 (K)
- Medical, dental and vision
- Profit Sharing
- Vacation, sick and personal time
- Paid Holidays

Please Send Resume To:

**Pine Bluff Cable TV
Attn: VP of Administration
P. O. Box 2221
Little Rock, AR 72203**

Or apply online at the link below:

<https://jobs.wehco.com/application/cable/>

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