

JOB POSTING

Please take notice of the following job opening. Interested and qualified employees are encouraged to discuss any interest in this opening with his/her supervisor before applying for the position, but are not required to do so.

POSITION: System Manager
LOCATION: Pine Bluff Cable TV
REPORTS TO: President of WEHCO Video, Inc.
COMPENSATION: Exempt – varies according to experience and qualifications.

JOB DUTIES: This employee will oversee all operations of the cable television system based in Pine Bluff, AR.

The manager is responsible for functions and activities including, but not limited to: establishing, monitoring, and insuring the quality of the service provided to the customers and the operating performance of the system; the administration and compliance of all franchise, local, and other requirements and standards; responsible for the growth and development of local personnel; the development of the business; the planning for, and the monitoring and control of the system's capital, revenue and expense budgets; overseeing of all local sales, field and customer service efforts; the management/control and maintenance of all company assets; the safe and proper operation of all company equipment and elimination of hazards; and the preparation, accuracy and submission of required reports and other materials.

The manager is expected to spend a significant amount of time outside of the office working in the business community to develop and maintain a consultative relationship with local businesses and is expected to make sales calls and present options to current and prospective customers and otherwise work to expand the company's business. He/she will personally respond in an effective and efficient manner to client inquiries, problems, complaints, and requests for assistance from the customers. Community involvement is required and the applicant should be comfortable at public speaking.

QUALIFICATIONS: Qualified applicants will have a good technical aptitude and proven leadership, team-building and communications skills. Prior experience in CATV operations a plus. He/she should be able to direct, motivate, and support local personnel to provide superior customer service. Sales and marketing is an important aspect of system management, and the applicant must be proficient in those areas.

He/she must be a self-starter, a quick learner, and have a strong commitment to customer service. He/she must have a high level of self-motivation and be able to work in a self-directed environment. The manager must respond accurately and promptly to customer issues and questions; effectively manage diverse work groups; and be able to demonstrate a high-performance standard and accomplish team goals and tasks at the highest level on a continuous basis. He/she will be expected to exhibit good attention to detail and must have skills for following-up. Must have the ability to work as part of a team. Strong organizational skills; ability to handle a variety of tasks simultaneously; and the need to supply reports and documentation on a timely basis are also required.

The successful applicant will have strong interpersonal skills, excellent communication and listening skills, and exhibit a positive attitude with a friendly and outgoing personality. Leadership and team-coaching experience is necessary. Solid PC skills are a must.

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