



Business Operations Manager

Job Title: Business Operations Manager
Department: Executive
Reports To: General Manager/CEO
FLSA Status: Exempt

POSITION SUMMARY

The business operations manager is responsible for research and development of company services including but not limited to telephone, streaming media, wireless data, and video. Manages design and production of planned marketing programs for all company products and services. Responsible for executing related contracts, tariffing, and regulatory reporting. Will establish and maintain strong public relations and government affairs by performing the following duties personally or through team collaboration. The business operations manager plays a key role in grant proposals for funding of company initiatives, including grant program designing, development of the proposal, the budget, registrations, and submissions. The position leads the provisioning, customer service, sales, and marketing departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides leadership for the customer service, sales, and marketing team. Including training, schedules, performance, and assignments.
- Assist in development, implementation, and monitoring of Customer Service Quality Assurance program to ensure timely and accurate customer service is provided.
- Establish and monitor all office procedures.
- Oversee development and measurement of sales and customer service initiatives.
- Provide training for the development of the sales team while monitoring and measuring subsequent results.
- Assists in developing business plans, video content negotiations, establishing long and short-term strategic marketing plans, pricing policy and budget to achieve corporate objectives for products and services currently offered by the Company.
- Develops and administers annual budgets for areas of responsibility, authorizes expenditures and tracks project costs to control expenses.
- Track revenue assurance and accuracy of customer billing.
- Develops and executes marketing programs to achieve stated objectives regarding revenue, profitability, and market share.
- Assists in development of trade show strategies and schedules, and coordinates related promotional project activities.
- Responsible for telephone directory, accuracy, distribution, and internal processes related to the project.
- Plans and oversees execution of advertising, purchasing incentives, promotional and communications projects. This will include print, electronic media, company web site, special events, point of purchase displays with signage and direct mail.
- Manages development, production, and distribution of promotional and collateral materials to support sales and marketing programs.
- Analyzes marketing programs and adjusts strategy and tactics to increase effectiveness.
- Authorizes and reviews analysis of marketing surveys on current and new product concepts to recommend future product development and opportunities.

- Maintains customer database and approves the use of internal and external mailing lists.
- Hold regular internal meetings with immediate team to provide updates, progress reports, post-event reports, analysis, and regular status reports on marketing programs.
- Plans, promotes, and executes departmental sales meetings, member services programs (annual meetings), activities and related reports, promotions (open houses, customer appreciation), community and goodwill events.
- Helps establish and maintain consistent corporate image throughout product lines, promotional materials, and events.
- Analyzes, interprets, and complies with government rules, regulations, tariffing and required reporting.
- Ability to efficiently and effectively research, analyze, and assess all pieces required for grant writing to secure available grant funding.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent communication skills
- Customer-oriented and ability to defuse situations
- Good understanding of computer systems and other home / office technical related products
- Leadership skills that inspire collaboration and engagement from the team
- Committed to project management, timely follow up, and deadlines
- Ability to manage conflict and hold team accountable for performance
- Ability to think critically and possess problem-solving ability

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.S.) in Business Administration; or a minimum of four to six years related experience and/or training; or equivalent combination of education and experience. Previous experience as a business operations manager or similar experience preferred. Experience in the telecommunications industry strongly preferred. Grant writing experience preferred.

LICENSES & CERTIFICATES REQUIRED

A valid Class D Motor Vehicle License Required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

POSITION VALUES

- A positive attitude
- Accuracy
- Efficient use of resources and technology
- Open and effective communication skills
- Professionalism
- Conflict management
- Innovation
- Collaboration
- Problem Solving
- Reliability

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential functions of the position as needed.

*This job description is not intended to be all inclusive of duties that will be assigned.
Daily reliable attendance is required.*