

CM Tech

Position Description

POSITION TITLE: Customer Experience Manager	UPDATED: June 2023
DEPARTMENT: Business	SUPERVISOR: General Manager
STATUS: Salary	APPROVED BY:

I. GENERAL SUMMARY

Responsible for leading CM Tech’s customer facing operations, including but not limited to customer service representatives, marketing, sales, public relations and business development. Works with other departments to ensure CM Tech is meeting customer/member expectations. Work is predominantly in southern Iowa. Work schedule is Monday – Friday 8:00 am to 5:00 pm with occasional after business hours activities, depending on customer and business needs.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage customer service representatives, including billing and regulatory specialists.
- Ensure staff is informed about marketing strategies, promotions, and products and services
- Analyzing service order requests, forecasting, and customer growth, providing insights to plant and engineering departments regarding service area needs
- Lead marketing team to effectively promote CM Tech through multiple mediums, including social media, print advertising, radio and TV advertising.
- Responsible for achieving customer growth goals established each year through the budgeting process.
- Follows up on sales leads from technicians, advertisements, and promotions
- Informs and educates potential customers of available products and services
- Making recommendations regarding product pricing and service bundling
- Develop product, service, and promotional training as necessary
- Actively participating in community events sponsored by the company
- Embrace the opportunity to engage with the community and promote the company and our products and services
- Display an ongoing positive commitment to learning and self-improvement; which includes the desire and willingness to acquire new knowledge and/or skills that can be applied your duties
- Take personal responsibility for the quality and timeliness of work and achieve results with good fiscal policy
- Satisfactorily complete any additional training required by and related to this position

III. KNOWLEDGE, SKILLS AND ABILITIES

- Possess a strong commitment to providing excellent customer service and technology solutions
- Strategic thinking, developing strategies to achieve organizational goals and analyzing market conditions and competition
- Knowledge of telecommunications and information technology products and services
- Knowledge of company products and services
- Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner
- Ability to work independently and make sound decisions using information at hand
- Ability to effectively function as a team player
- Ability to embrace change and continuously seek opportunities for improvement
- Ability to maintain positive attitude
- Ability to organize and prioritize multiple work assignments
- Must have a valid driver's license and be insurable by insurance carrier

IV. EDUCATION AND EXPERIENCE

- Required – Five years of experience in a customer facing role
- Preferred – Two year degree or higher in business or marketing
- Preferred – Two years of business sales experience

V. WAGES AND BENEFITS

- Competitive wages based on education and experience
- Ability to increase wages depending on growth of CM Tech customer and revenue goals
- Generous time-off benefits, including Personal Time, Sick, PTO, and Holidays
- Excellent medical, dental, vision, and life insurance benefits
- 401K and pension plans with generous company contribution match