

Start a new career at WCTA!

WCTA is a local and progressive leader in Fiber Internet services, and we are growing! If you are self-motivated, like variety in your work, and are ready to take your career to the next level, we would love to hear from you!

WCTA is hiring a **Customer Service Manager**. This person is responsible for customer service, customer accounts, maintaining billing information, and overseeing marketing. Supervises personnel to the extent that organizational and department goals are achieved.

This person will report directly to the CEO and will be joining the area's most progressive Broadband Internet and Communications provider, with buried fiber optic service lines to 100% of subscribers in over 25 communities in Northern Iowa and Southern Minnesota. WCTA is headquartered in Lake Mills, Iowa. This is a close-knit organization with a reputation for being very family friendly with great work life balance and phenomenal benefits.

This position is in Lake Mills, Iowa and requires 100% onsite work with occasional travel for industry related conferences OR professional development/ training as needed.

Duties & Responsibilities

- Manage daily workflow within the customer service and marketing departments.
- Create and track customer service goals.
- Supervise a team of customer support specialists, including residential sales, Tier 1 tech support, billing and marketing.
- Operate a robust billing system, utilizing it to its fullest potential.
- Hire and onboard new team members.
- Respond to customer inquiries on a regular basis.
- Receive and implement customer feedback to improve the quality of service.
- Provide additional upskilling or learning opportunities for team members.
- Oversee the budget for the customer service and marketing departments.

- Communicate and work collaboratively with other managers and departments.
- Attends continuing education workshops/seminars.
- Works with and maintains confidential information.
- Any other duties that may arise and be assigned.

Qualifications & Requirements

- High School diploma required.
- Two to four years college education is preferred.
- Previous office and supervision experience is preferred.
- Must have a general knowledge of computer operations and various computer applications.
- Job requires judgment and initiative to perform daily work that is assigned.
- Interpersonal and problem solving skills are required in working with all levels within and outside of the organization.
- Drive light vehicle.
- Valid driver's license required.

Environmental Conditions, Equipment, & Tools

Customer contacts by telephone and in person. Work with the public, managerial staff, employees, and vendors. Handles books, papers, and office equipment. Stoops and bends when using files. Some lifting. Must be able to operate calculator, postage machine, billing printers, computer and telephone. Various office equipment.

To apply, please send resume and cover letter to employment@wctatel.com