

Position: Customer Service Manager

Location Opportunities: Office, hybrid, work from home, work from anywhere

Job Description: S&T is searching for an innovative leader to join our team as a Customer Service Manager. With a pivotal role on our Executive Team, this position will focus on establishing the standards necessary for us to deliver quality service and support to customers throughout western Kansas. The Customer Service Manager will be the driving force leading and motivating our Customer Service Team to achieve goals, track objectives, develop policies and improve procedures. Additional responsibilities include compiling data to assess departmental progress, coordinating with all levels of the company to enhance the customer's experience, and identifying customer trends, preferences, and satisfaction.

Responsibilities:

- Monitor workflow, services orders, and customer interactions for accuracy and consistency
- Track effectiveness of customer loyalty and retention programs
- Resolve escalated customer issues
- Establish individual, team and organizational goals and objectives
- Conduct performance reviews
- Develop and manage operational budget

Desired Education and Experience:

- BA in Business, Marketing, or a related field and/or equivalent work experience
- 3-5 years of Customer Service experience
- 1-3 years of supervisory or management experience
- Valid Kansas driver's license
- High school diploma or equivalent

Personal Attributes:

- Self-starter; able to see projects through to completion with considerable autonomy
- High level of integrity and dependability with a strong sense of urgency and results orientation.
- Ability to think outside the box, drive efficiencies, and process improvements.
- Exceptional problem-solving and creative skills and the ability to exercise sound judgment based on accurate and timely analyses.
- Strong interpersonal skills and the ability to communicate well and foster relationships at all levels of the organization.
- Passion for customer advocacy

Other Skills & Abilities: PC proficiency is essential. Must possess strong working knowledge of most common business applications with an emphasis on word processing and spreadsheets.

Benefits:

- Full family health, dental, vision, and prescription coverage on the first day of employment.
- 401(k) Savings Plan with generous company contribution and match.
- Complementary S&T Services

S&T has provided telephone services in Northwest Kansas since 1952. Our portfolio of products has grown since then, adding cable television, broadband, IT, and media services in over 20 northwest Kansas counties. We value our employees and offer a supportive environment as well as unmatched benefits. Drug testing is required. This institution is an equal opportunity provider and employer.

TO APPLY VISIT: www.sttelcom.com/careers