

Position: Manager – Cellular Operations

Department: Management

Supervisor: President

General Summary:

The Cellular Operations Manager's main responsibility is to generate sales and cash flow for the wireless division of The North-Eastern PA Telephone Company; NEP Cellcorp, Inc.

Responsibilities:

1. Manage daily operations of the wireless division.
2. Oversee all projects relating to billing, network, roaming, sales, customer service, financial services, FCC requirements, vendor relations and executive management directives.
3. Provide feedback to the President and Board of Directors and implement projects at their direction.
4. Interact with all departments in the company.
5. Direct supervision of Field Technicians, Sales/Customer Service Representatives & Collection Specialists.
6. Provide daily and weekly updates to the President and management team.
7. Complete monthly key matrix reports.

Duties and Tasks by Percentage:

1. Marketing – 5%
2. Executive Management/Project Management – 15%
3. Network Management – 20%
4. Financial Services – 20%
5. Customer Service, billing and sales – 40%

Knowledge, Skills & Abilities

The Cellular Operation Manager must have a college degree and extensive experience in all facets of the wireless business. COM must have a full understanding of the wireless business and a keen sense of the market place.

COM must able to:

1. Sell and retain customers.
2. Understand complex P&L's and expense management
3. Read and write at a high level
4. Communicate with staff and upper management
5. Negotiate contracts with service and content providers, networking companies and other wireless carriers.
6. Perform field work when necessary.