



## **Select Communities Customer Operations Manager**

### **Miami, Florida**

#### **Position Profile:**

We are looking for a highly motivated, inspiring leader to manage all phases of the Select Communities bulk-customer experience, for both our internal and external customers. We are leading change in the telecommunications industry at an ultra-fast pace, due to our amazing team that illuminates our products and services for our customers each and every day. Needed attributes include ability to hire, coach, and develop front-line personnel based on performance requirements and to ensure that first-in-class customer experiences are consistently delivered. Work in partnership across departmental lines to consistently over-drive customer satisfaction scores. Be intentional in putting the customer first in everything that you do and make our customers promoters of the Atlantic Broadband brand. Must be a results driven ambassador and advocate of all Atlantic Broadband products and services. Ability to develop, and implement, substantive processes/procedures to gain efficiencies of scale to assist in achieving all company objectives/goals. If you have a passion for teamwork, the customer-experience, and leading change in a fast-paced work environment, we want you to fast-track your career with Atlantic Broadband

#### **Responsibilities:**

- Delivers first-in-class customer and employee experience
- Leads the execution of strategies and tactics to improve the ability to secure commercial customer growth in the multi-dwelling/communities customer-segment
- Manages the launch and/or renewal of Television, Internet, and Phone services in all serviced properties
- Leverages the net-promoter system (NPS) to aggregate customer feedback and implement change to improve the customer on-boarding experience
- Manages back-office audit process and works with direct reports and Residential Account Associates to coordinate audits of retail / bulk community complexes
- Provide consistent performance feedback, and quarterly performance plan reviews
- Tracks, measures, and audits team performance results and accurately reports out on SLA/Performance KPIs
- Facilitate a positive culture that is consistent with the company's credo/mission statement
- Establishes partnerships across internal departmental lines to maximize the effectiveness of the operational organization
- Manages customer experience outreach programs that include formal presentation, HOA/Property Management meetings, social activities with builders/developers, and the overarching community
- Develops/Creates plans/strategies to achieve business objectives
- Proactively learns new technology related to Atlantic Broadband products/services, and train front-line personnel accordingly



- Ability to complete formal product demonstrations/presentations to educate customers accordingly
- Maintains composure in stressful situations
- Exercises sound judgment and acts in the best interest of both the customer and company
- In-Market travel required / Other job duties as assign

**Requirements:**

- Ability to lead and motivate a team
- Active listening/speaking skills
- Excellent/Dynamic communicator
- Exhibits confidence, drive, and enthusiasm
- Attention to detail and attentiveness
- Effective time management - efficient and effective utilization of resources
- Ability to understand and analyze key Operational performance indicators
- Comprehension - ability to read and interpret written information
- Strong interpersonal skills/Ability to display empathy