

## Employment Opportunity

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8802 27th Ave NE, Quil Ceda Village, WA 98271  
Office: 360-716-5000 • [www.QuilCedaVillage.org](http://www.QuilCedaVillage.org)



Quil Ceda Village  
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**JOB TITLE:** Telecommunications Business Services Manager

**Pay Range:** \$36.86-\$55.28

**DEPARTMENT:** Salish Networks

**JOB DESCRIPTION:** Plan and organize business operations for Salish Networks telecommunications, Internet, and broadband Cable TV services; manage OSS/BSS/Financial software and all data therein; management of customer service and accounts receivables personnel.

**TO APPLY:** Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

**NOTE:** *The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

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**EMPLOYEE CLASSIFICATION:** Exempt Status

**EMPLOYEE REPORTS TO:** Telecommunications Director

**EMPLOYEE SUPERVISES:** Billing Services, Business Support Services, Customer Support Services

**EDUCATION:**

- High School Diploma or GED equivalent required
- Bachelor's Degree in Computer Science or Business related field preferred
- Project Management training preferred

**SKILLS:**

- Ability to work independently with little or no supervision, prioritizing and completing assignments and tasks
  - Ability to create new operational processes and successfully implement them
  - Ability to manage and track project budgets
  - Ability to manage Customer Proprietary Network Information (CPNI)
  - Ability to oversee service orders and trouble tickets
  - Ability to lead cross-departmental teams to ensure maximum performance
  - Ability to provide consistent direction and motivation to team members
  - Ability to work well under pressure and within time constraints
  - Ability to work within a dynamic work environment
  - Ability to compose routine business correspondence, reports, documentation and technical writings
  - Must have excellent communication skills
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- Process and detail oriented

#### EXPERIENCE:

- Minimum of four (4) years management experience
- Minimum of four (4) years billing platform and credit card processing experience
- Minimum of four (4) years financial systems experience
- Minimum of four (4) years supporting complex telecommunications business services (preferred)

#### OTHER REQUIREMENTS:

- Working knowledge of Microsoft software such as Word, Excel and Outlook
- Working knowledge of service orders, works orders and process flow
- Knowledge of telecommunication, Internet and broadband services and products
- Knowledge of Microsoft SharePoint services
- Must be willing to attend progressive job related training as requested
- Must have the tolerance and patience for dealing with upset, angry, and/or frustrated individuals
- Must be able to successfully complete a Tribal, State and Federal background investigation
- Must have successful employment history with the Tulalip Tribes and/or other employment entities. This includes no disciplinary action within the one (1) year from the date of application, and no involuntary dismissals within the last two (2) years from the date of application
- Must have no misuse or abuse of alcohol or other mind-altering drugs three (3) years prior to date of employment or while employed
- Must be able to pass a hiring and periodic random urinalysis
- Must be available for periodic overtime as required

#### PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis

#### SPECIFIC JOB PERFORMED:

- Manage all pieces of Accounts Receivables to ensure integrity and accuracy
- Manage front office customer service operations
- Manage customer notifications to ensure compliance regarding disconnects and/or collections
- Management of OSS/BSS software; to include data, workflow, reporting and maintenance
- Management and adherence to E911 reporting processes and guidelines
- Work collaboratively across other teams to develop marketing to customers
- Work collaboratively across other teams to set product pricing
- Oversee invoicing and payment receipts based on contract requirements

- Ensure billing is complete and accurate for all business operations
- Responsible for providing budgetary inputs for areas of responsibilities
- Responsible for accurate data recording for financial auditing
- Responsible for the creation and maintenance of processes and procedures
- Responsible for cost effective expense control of assigned projects
- Responsible for staff and resource management within areas of responsibilities to ensure assigned projects are completed on-time and within budget
- Responsible for staff evaluations
- Responsible for ongoing client/customer satisfaction
- Assist in yearly finance audit
- Assist in budget preparation as needed
- Assist and/or conduct Salish Board of Directors meetings as appropriate
- Perform other related duties as deemed necessary or requested

#### **TERMS OF EMPLOYMENT:**

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

**Disclaimer:** The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.