

POSITION TITLE:

Telecom – Customer Project Coordinator

DEPARTMENT: Operations

LOCATION: Wenatchee, WA

COMPENSATION: \$ 72,000-86,000 DOE

BENEFITS: Paid leave, medical stipend, dental, short, long, life and 401k

SCHEDULE: Full Time

TRAVEL: Periodically

Native Network works with Native American Organizations nationwide to assist with all facets of their broadband development. Our team has telecom expertise to assist no matter where our customers are on their journey. Our Customer Project Coordinator owns the primary relationship with our tribal customers, functioning as the primary contact and the quarterback to complex, multi-year telecom infrastructure and operational projects. An interested candidate must have exceptional communication skills with the ability to see the big picture and project manage all the task level details, ensuring a positive outcome.

JOB DESCRIPTION: The Customer Project Coordinator will be responsible for managing key customer relationship and telecommunications projects, ensuring their needs are met and exceeded. This role requires a balance of project management skills, strong writing capabilities, and the ability to foster and maintain positive customer relationships. The ideal candidate will be detail-oriented, proactive, and committed to delivering excellent customer service.

KEY RESPONSIBILITIES:

- 1. Account Management:**
 - Serve as the primary point of contact for assigned customer accounts.
 - Develop and maintain strong relationships with key stakeholders.
 - Understand customer needs and provide tailored solutions to meet their objectives.
- 2. Project Management:**
 - Plan and manage projects for customer accounts from inception to completion.
 - Facilitate weekly customer meetings.
 - Coordinate with internal teams to ensure timely and successful delivery of project deliverables.
 - Track project progress, identify potential issues, and implement solutions.
- 3. Customer Communication:**
 - Craft clear, engaging, and professional communication for customer interactions, including emails, reports, and proposals.
 - Ensure all written communication aligns with the company's brand voice and standards.
 - Create and deliver presentations and reports to customers as needed.

4. **Customer Advocacy:**
 - Act as the voice of the customer within the company, advocating for their needs and priorities.
 - Gather and analyze customer feedback to drive continuous improvement in products and services.
5. **Problem Resolution:**
 - Address and resolve any issues or concerns raised by customers promptly and effectively.
 - Work collaboratively with internal teams to ensure satisfactory resolution and maintain customer satisfaction.
6. **Performance Monitoring:**
 - Monitor account performance, including customer satisfaction, retention, and growth metrics
 - Prepare regular reports on account activities and performance for internal review

QUALIFICATIONS:

- Bachelor's degree in Business, Communications, Project Management, or a related field.
- Proven skills in customer account management, project management, and writing.
- Excellent written and verbal communication skills with a keen attention to detail.
- Strong organizational and project management skills with the ability to manage multiple priorities.
- Ability to build and maintain positive relationships with customers.
- Analytical skills to interpret customer data and feedback.
- Academic and/or technical writing experience.

Preferred Qualifications:

- Experience in a customer-facing role within the telecommunications industry.
- Knowledge of customer relationship management best practices.
- Experience in project management.

Why Join Us:

- Opportunity to significantly impact customer satisfaction and loyalty.
- Dynamic and collaborative work environment.
- Opportunities for professional development and career growth.

If you are dedicated to delivering exceptional customer service and have the project management and writing skills to excel in this role, we would love to hear from you. Apply now to join our team and help us build strong, successful customer relationships.

Please include your resume, an academic or technical writing sample, and a cover letter in your application.

SCREENING BEGIN DATE: July 15, 2024

POSTING CLOSE DATE: Depending on Applicant Pool

REQUIRED APPLICANT DOCUMENTS:

Only qualified applicants should apply by sending the following document to jobs@nativenetwork.com

- Resume
- Cover Letter
- Three professional references

BACKGROUND CHECK: Requires a background check.

ABOUT US:

Native Network, Inc. helps Native American Tribes connect with communications technology, so they are empowered to reduce costs, generate revenue, create jobs and ultimately diversify their economies. Native Network provides professional services and wholesale telecommunications services to enable customers with the tools to connect & realize the benefits of the 21st century digital economy.

OUR CORE VALUES:

As members of Native Network, Inc's organization, we shall strive to exceed our customers', employees', shareholders', and communities' expectations by conducting our business with the following values as our guide.

We:

- Are customer focused and quality driven
- Have a sense of urgency
- Deliver on what we promise
- Are honest and respectful
- Work as a team
- Have a passion for excellence
- Will do whatever it takes

EEO/AA STATEMENT:

Native Network, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by local, state or federal law. This policy applies to all aspects of one's employment, including hiring, transfer, promotion, compensation, eligibility for benefits and termination.