



POSITION TITLE:

Internet Service Provider (ISP) Manager

- **DEPARTMENT:** Operations
- **LOCATION:** Wenatchee, WA
- **COMPENSATION:** \$85,000 - \$95,000 annually
- **SCHEDULE:** Full Time
- **SHIFT:** Day
- **TRAVEL:** Periodically
- **BENEFITS:** includes medical stipend, dental insurance, short- and long-term disability and life insurance, 401k, PTO and other company-specific benefits

JOB DESCRIPTION:

Native Network is seeking a dedicated and experienced ISP Manager to participate in and oversee the daily operations of our ISP team. In this role, you will ensure that our service standards are consistently met, technical support is provided efficiently, and customer issues are resolved in a timely manner. The ISP Manager will supervise and provide leadership to installation and support personnel and collaborate with management to continuously improve service delivery and operational processes.

KEY RESPONSIBILITIES:

Team Supervision and Leadership:

- Lead, manage, and motivate a team of ISP technicians and support staff
- Ensure team members are properly trained and adhere to operational procedures and safety protocols
- Create and maintain effective schedules to balance workloads and ensure timely service delivery
- Provide coaching, feedback, and performance evaluations to improve team skills and customer satisfaction

Customer Service and Support

- Oversee the resolution of customer complaints, technical issues, and service disruptions
- Lead efforts to continuously improve billing processes and systems, optimizing automation, accuracy, and efficiency
- Ensure all service requests are addressed professionally and efficiently, with a focus on customer satisfaction
- Develop strategies to minimize service downtime and improve overall customer experience
- Monitor customer feedback and service metrics to identify trends and areas for improvement

Operational Oversight

- Monitor day-to-day operations to ensure compliance with company policies and quality standards
- Implement best practices and monitor inventory tracking, service installation, provisioning, billing, troubleshooting and problem resolution



- Track and report on key performance indicators (KPIs) such as service uptime, team productivity and customer satisfaction

Escalation Management

- Handle escalated customer billing inquiries and technical issues that require advanced troubleshooting or managerial intervention
- Work cross-functionally with technical teams, vendors and management to resolve service outages and technical failures quickly and effectively

Reporting and Documentation

- Maintain accurate records of all team activities, customer interactions and service issues
- Generate reports on team performance, service quality and customer feedback to present to senior management
- Ensure all service processes, policies and customer issues are documented for future reference

Process Improvement

- Identify areas for improvement in service delivery and operational processes within the ISP department
- Collaborate with management and cross-functional teams to implement new technologies, tools and processes that enhance service efficiency and quality

Compliance and Safety

- Ensure all team members adhere to safety guideline, including safe installation practices and proper equipment handling
- Stay current with industry regulations and compliance standards, ensuring that all team activities align with legal and company requirements

QUALIFICATIONS:

- Must have 2 years minimum in the telecommunications field, with at least 1-2 years in a supervision or leadership role
- Proven experience in customer service management or technical support
- Familiarity with ISP technologies, services and troubleshooting techniques
- Valid Driver's License
- Associate's degree with a specialization in Technical, Business Administration or a related field preferred
- Relevant certifications in telecommunications or networking are a plus

SKILLS

- Strong leadership and team management abilities
- Excellent communication and interpersonal skills
- Advanced problem-solving and critical thinking capabilities
- Ability to manage multiple tasks in a high-pressure, fast-paced environment
- Proficiency with OSS/BSS software, ticketing systems and basic networking tools
- Knowledge of industry-specific regulations and compliance standards

PHYSICAL REQUIREMENTS

- Ability to work on a computer or on-site for extended periods
- Occasional lifting of equipment or materials up to 35 lbs.
- Flexibility to work evenings, weekends, or on-call shifts as needed



WORKING CONDITIONS

- Fast-paced office and field environment
- Interaction with both internal teams and external customers
- Occasional travel to field locations may be required

REQUIRED APPLICANT DOCUMENTS:

- Resume
- Cover Letter
- Three professional references

BACKGROUND CHECK:

Requires a background check.

ABOUT US:

In addition to working with Native American Tribes to build telecommunications infrastructure nationally, Native Network, Inc. delivers Internet and phone services in Chelan and Douglas counties in Washington state. We have been providing these services over the Public Utilities District's (Chelan and Douglas) fiber networks since 2016.

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 regarding all aspects of one's employment, including hiring, transfer, promotion, compensation, eligibility for benefits and termination.