

# Business Office/Marketing Manager

## Position Overview

The Business Office/Marketing Manager is a key leadership role that combines strategic oversight with hands-on execution. This individual will manage all business office operations to ensure accuracy, efficiency, and excellent customer service, while also developing and executing marketing initiatives that promote our broadband services, increase community engagement, and build brand awareness.

## Key Responsibilities – Business Office Operations

- Oversee all business office functions, ensuring efficient workflows and effective use of customer billing and marketing software.
- Evaluate and implement software solutions to align with industry standards and meet evolving customer expectations.
- Train, mentor, and supervise Customer Service Representatives (CSRs), deliver ongoing training on best practices, systems, communication, and product knowledge.
- Ensure accurate and timely completion of monthly billing processes.
- Resolve escalated customer service and billing issues professionally and promptly.
- Provide regular reporting and insights to the executive team, including customer analytics and recommendations for service improvements.

## Key Responsibilities – Marketing

- Develop and execute a comprehensive annual community events plan that promotes the company's services across all communities served.
- Plan, organize, and execute events, workshops, and outreach activities to foster engagement and educate the public.
- Represent the company at community events, engaging with residents, local organizations, schools, and businesses.
- Create and implement targeted marketing campaigns to drive service adoption and customer retention.
- Serve as the brand ambassador, ensuring consistent messaging and representation across all platforms.
- Create compelling content for digital and print media, including social media posts, newsletters, press releases, and promotional materials.

## Required Skills and Qualifications

- Bachelor's degree in Marketing, Communications, Business Administration, or a related field (or equivalent experience)
- Minimum 5 years of experience in customer service and marketing, community engagement, public relations, or event coordination
- Proficiency with customer relationship management (CRM) systems and related technologies.
- Familiarity with digital marketing tools, analytics, and social media platforms.
- Strong organizational skills, detailed oriented and strong time management skills
- Ability to multitask, prioritize, and embrace new challenges and manage projects independently in evolving environments
- High level of emotional intelligence, empathy, and professionalism.
- Exceptional written and verbal communication skills; comfortable speaking publicly and interfacing with diverse audiences
- Strong interpersonal and relationship-building abilities; able to connect authentically with local residents and stakeholders
- Demonstrated commitment to community service and support for rural development initiatives.

## Personal Attributes

- Passionate about serving rural communities and making a positive impact through technology.
- Creative, energetic, and enthusiastic about fostering connections and bringing people together.
- Flexible, adaptable, and resourceful in overcoming challenges and finding solutions.
- Professional, trustworthy, and diplomatic in all interactions.

## Reporting Structure

The Business Office/Marketing Manager reports directly to the Chief Executive Officer (CEO) This position works closely with customer service, technical teams, and leadership to ensure alignment and coordination in all public-facing initiatives.

## How to Apply

Interested candidates should submit a resume, cover letter, and a brief statement on their commitment to rural community development and broadband access. Applications are accepted via email or in person at either office location.

Email: [hr@mtnetworks.com](mailto:hr@mtnetworks.com)

Madison office: 117 N 3<sup>rd</sup> Street, Madison KS 66860. Office hours 8am-5pm, M-F

Burlington office: 814 N 4<sup>th</sup> Street, Burlington KS 66839. Office hours 8am-5pm, M-F

## Equal Opportunity Statement

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, disability, or other protected status. We encourage candidates from diverse backgrounds to apply and join us in our mission to empower rural communities.