



## Customer Experience Manager

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### Who We Are:

Arctic Slope Telephone Association Cooperative (ASTAC) is a member-owned telecommunications cooperative that serves the residents of Alaska's North Slope region. Our service area spans over 90,000 square miles of remote, roadless Arctic land—an area larger than 40 of the 50 U.S. states combined.

At ASTAC, we prioritize focusing on the well-being of our employees and fostering a healthy, supportive work environment. We are proud to be a community of dedicated professionals working together to deliver exceptional service to the North Slope.

### Position Overview:

The **Customer Experience Manager (CEM)** is responsible for enhancing customer interactions and driving customer loyalty. The CEM oversees the entire customer experience, ensuring all touchpoints are effective, positive, and support long-term relationships with ASTAC. This role includes managing Customer Experience teams (Billing, Customer Service, and Technical Support) in both Anchorage, AK, and Utqiagvik, AK, collaborating closely with Product & Marketing teams and System Administrators to address customer needs. Additionally, the CEM may be involved in tasks such as project planning, management, quality assurance, training, and fostering accountability.

### Key Responsibilities and Duties

- Directly manages the Customer Experience team and is responsible for supporting activities
- Oversee and ensure the effective assignment of work, quality of output, and employee performance management Manage the Call Center queue by monitoring and adjusting staffing as needed.
- Ensure Key Performance Indicators and reports accurately reflect hold times, abandonment rates, answer rates, and overall call statistics in line with established goals.
- Manage the Customer Experience staff, including Customer Experience Specialists and 3rd Party technical support. Responsibilities include monitoring calls and transactions (both internally and with 3rd party vendors), maintaining accurate records, and comparing performance to expectations.
- Provide coaching and feedback to support staff development, identify, develop, coordinate, execute, and support process improvements and system enhancements and training staff as necessary
- Manage inventory in consumer sales bins (CSRA, CSRB, Sales, Swoosh, BDIS, ADIS), ensuring accurate counts quarterly and annually.

- Oversee inventory related to Wireless Phones, Wireless Accessories, IoT, Landline, and other items for sale to both consumer and business customers.
- Collaborate with Purchasing for restocking and with the Product Staff on new product launches.
- Support and resolve customer escalations by empowering the team to handle first-line resolutions, billing adjustments, and filed complaints.
- Develop sales initiatives to include incentives for internal and external stakeholders, goals, and encouragement for the team to achieve objectives put forth. Includes developing sales metrics, measuring campaign results, and reporting monthly sales performance against stated goals
- Develop and seek out training opportunities to encourage growth for staff to successfully support sales, products, and service efforts internally, and coach to prevent future escalations
- Support projects that may involve customers, customer service, sales, or our general population as needed
- Assist the Chief Services Office (CSO) in maintaining accurate customer records, including monthly reconciliation and audits of customer data to ensure compliance with ASTAC procedures.
- Maintain and manage data obtained by Customer Experience staff that may affect directory listings, other department reports, billing, product, and marketing efforts
- Manage compliance for the Business and Customer Experience department to include CPNI, PCI, Lifeline, and all necessary compliance matters
- Delegate appropriate tasks to staff as needed and assist with Business orders when necessary
- Create and deliver training courses to assist in successful product launches, appropriate account maintenance, and confidence within the department
- Conduct performance reviews for all staff, highlighting growth opportunities and maintaining a positive morale within the team. Provide support to position responsible for coordinating travel and lodging accommodations
- Complete all other duties assigned by the Chief Services Officer

## **Qualifications:**

### **Required:**

- Bachelor's degree in marketing, Management, or a related field, along with three to five years of management experience and five years of experience in Customer Service, Marketing, or Sales. Relevant experience may substitute for education upon the CSO's discretion.
- Ability to travel occasionally to North Slope communities to support field offices and customer engagement efforts

### **Preferred:**

- Experience in the telecommunications industry is strongly preferred, particularly in roles involving wireless, broadband, or customer support operations
- Proven ability to lead cross-functional initiatives that enhance customer satisfaction and service delivery

**What We Expect From You:**

- Ability to participate as a member of a team, complete tasks as a team and engage in problem solving activities as a team member
- Ability to work cohesively amongst other departments.
- In-depth knowledge of telecommunications technology, products and services and provisioning system processes
- Knowledge of company policies, tariffs, procedures
- Knowledge of management principles and practices
- Proficiency in operating office equipment, including personal computers, Microsoft Office Suite, and internal telephone systems Skilled in resolving complaints and addressing customer problems
- Strong oral and written communication skills, with the ability to interact professionally and courteously with customers, employees, and business contacts
- Must be detail oriented and focused on process improvement
- Ability to organize and prioritize multiple work assignments
- Exhibit sound judgment, discretion, and maintain confidentiality
- Ability to create team environments and sustain employee morale
- Ability to meet deadlines

**What You Can Expect From Us:**

- Affordable healthcare benefits with low deductibles
- Generous PTO
- 11 paid holidays annually
- Competitive 401(k) plan
- Pension plan with vesting in 6-10 months
- Tuition reimbursement
- Paid professional development opportunities
- Company-provided life insurance and AD&D coverage
- Wellness benefits

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**Department:** Customer Experience

**Location:** Anchorage, Alaska

**Work Setting:** On-site

**FLSA:** Exempt

**Reports To:** Sr. Customer Experience Manager/Chief Services Officer

**Approved By:** Jens Laipenieks, CEO

**Revision Date:** 05/01/2025

**Effective Date:** 10/01/2020

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**Employee Acknowledgment:**

I have reviewed and understand the Position Guide, and I believe it is accurate and complete. By acknowledging below, I confirm that I am fully aware that my compliance with the terms of this position guide will be a key factor in all future evaluations.

I also acknowledge that my manager and/or the General Manager (CEO) have the right to modify this position guide at any time.

_____	_____	_____	_____
<b>Employee Name</b>	<b>Date</b>	<b>Supervisor Name</b>	<b>Date</b>

This job description is not intended to include all the duties that may be assigned to the employee(s) in this position. Employee(s) may be required to perform additional job-related tasks as directed by authorized individuals.

The review of this position has excluded the marginal functions that are incidental to the core duties. All listed duties and responsibilities are considered essential job functions and may be adjusted to reasonably accommodate individuals with disabilities.

To perform this role successfully, the employee(s) must have the skills, capabilities, and qualifications necessary to complete each task competently. Certain requirements may exclude individuals who present a direct threat or significant risk to their own health or safety, or to the safety of others. The requirements outlined in this document represent the minimum qualifications needed. This document does not create an employment contract, either implied or otherwise, and the relationship remains "at-will."