



DirectLink has an immediate opening for full time **Vice President of Member Services** in Canby, OR.

DirectLink connects over 8,000 members to the world they work, play, and live in through Internet, video, and voice services. The service area includes over 100 square miles in the Canby and Mt. Angel communities located in the northern Willamette Valley, Oregon. DirectLink is a not for profit telecommunications cooperative that began in 1904 and employs over 60 people who contribute to the vitality, creativity, knowledge and expertise that make the company an exciting and challenging place to work. The company has been nationally recognized many times as an innovative industry leader. Visit www.directlink.coop for more information.

The primary purpose of this position is: The Vice President of Member Services plays a key role in the day-to-day operations of the member services, technical support, marketing, sales and support management resources. The position is also contemplated to add management services through the shared services model with other telecommunication companies affiliated with Consolidated Business Service (CBS). The position oversees the training and development, performance management, appraisals, coaching, and wage actions to ensure company objectives are met. There will be some travel to other local telecommunication companies within the northern Willamette Valley within a close proximity of approximately 35 miles.

The position sets and manages performance and behavior standards, policies and procedures for personnel to ensure highest standards for quality. Also, responsible for ensuring that sales and service target goals are met.

This person will be an active participant in the strategic planning process as a member of the leadership and management team by providing support of company initiatives, maintaining confidentiality, taking initiative to propose policies and programs that contribute to the company's success. As well as manage department budgets ensuring company financial objectives are met.

Job Requirements:

- The ideal candidate will have at least 10 years prior telecommunications experience and at least five years direct management responsibility.
- Previous managerial experience managing multiple departments and/or locations.
- Knowledge and understanding of the products and services offered by the company.
- Demonstrated knowledge of customer service and call center processes and technology.
- Proficient in computer programs including Microsoft Office and other industry related software, previous experience with NISC and CHR billing software a plus
- Excellent organizational skills and problem solving skills.
- Possess a thorough understanding and experience with telephone directory compilation, long-distance carrier interactive information exchange, PUC, FCC, and franchise billing rules compliance.
- Knowledge of industry regulations.
- Possess college level education or a combination education and 10 years of experience in the telecommunications industry.

The DirectLink team has committed to; creating a culture of community by breaking down barriers , overcoming adversity and encouraging passion and pride while delivering extraordinary experiences to all.

We are a drug free company and offer a generous benefits package. If you are a qualified candidate, share our values and would like to join the DirectLink team, please submit your resume by email to jobs@directlink.coop or fax 503-263-9399.