



Consolidated Business Services (CBS) has a full-time opening for a **Chief Member Services Officer** working in Canby, OR.

Join us! As our rural telecom partnerships continue to grow, we're adding talent to our thriving, high-performing team to support our growth. We pride ourselves on an employee-focused culture that develops skills, advances careers, and encourages fresh perspectives and new ideas that fuel our success and best support our partners.

Consolidated Business Services (CBS) provides professional resources focused on supporting rural broadband and telephone service providers. Our goal is to develop partnerships and create efficiencies by providing services that help today's typical small telecom maximize its potential.

The Chief Member Services Officer Manages and directs the activities of the Member Services, Technical Support, Marketing, Sales, Training & Knowledge Management, Consumer Insights and Reporting & Analytics departments for multiple CBS partner companies.

JOB DUTIES AND RESPONSIBILITIES:

- Leads the Member Services, Technical Support, Marketing, Sales, Training & Knowledge Management, Consumer Insights and Reporting & Analytics staff including selection, training and development, performance management, appraisals, coaching, and wage actions to ensure company objectives are met.
- Assesses organizational effectiveness and developing future leaders as the organization grows.
- Participates in the strategic planning process as a member of the leadership team.
- Directs member services operations including development, implementation, and management for the technical performance of the billing system, contact management tools, payment processing, telephone directory compilation, long-distance carrier interactive information exchange, PUC, FCC, and regulatory compliance.
- Responsible for sales objectives in all lines of business including voice, Internet, VoIP and Data Center. Directs concentrated sales efforts of the department in support of sales objectives, including development and implementation of product development and marketing plans and strategies, and consumer insights programs.
- Responsible for creating board reports, attending and presenting at board meetings, attending annual meetings for multiple companies.
- Responsible for developing and managing department budgets ensuring company financial objectives are met.
- Oversees the creation of training documentation, planning and implementation.
- Responsible for development, administration, and presentation of department meetings in accordance with goals relating to teamwork and service.
- Directs the development and maintenance of ongoing business relationships with key vendors and partner clients to ensure ongoing satisfaction.
- Active in local civic activities and organizations.
- Supports company culture initiatives.
- Performs other job duties and responsibilities as required to fulfill job functions or as assigned.



JOB REQUIREMENTS:

- The ideal candidate will have at least 10 years' prior leadership experience. At least 3 years telecommunications experience preferred but not required.
- Bachelor's degree and or equivalent experience.
- Must reside in the Oregon Northern Willamette Valley.
- Strong analytical and problem-solving skills with a proven ability to improve business processes and practices to increase efficiency.
- Ability to learn the products and services offered by multiple companies.
- Demonstrated understanding of customer service and call center processes.
- Must have strong strategic thinking, leadership, management, decision-making. Previous experience in preparing and managing department budgets including data collection, cost estimation, revenue projections, and budget development.
- Must possess good presentation and communication skills, both written and verbal.

Be a Part of Our Team! Our greatest asset is our people and we continue to cultivate an environment that retains valuable individuals who want to grow with us. Does this sound like your kind of place? If you are a qualified candidate, share our values and would like to join the CBS team please submit your resume by email to jobs@cbsoregon.com . For more information about us, please visit <http://cbsoregon.com/>

We are a drug-free company. Applicants must possess a valid driver's license with a good driving record and have the ability to be insured under the company policy.