



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

Join us! As our rural telecom partnerships continue to grow, and as we continue to expand our client base, 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, while also extending our expertise into complementary markets. Our goal is to develop partnerships and create efficiencies by providing services that help today's typical small telecom maximize its potential, while supporting growth across adjacent and emerging markets.

The Director of Member Services manages and directs the activities of Member Services, Technical Support, Training & Knowledge Management, Consumer Insights and Reporting & Analytics departments for multiple CBS partner companies. May be required to work from multiple locations.

JOB DUTIES AND RESPONSIBILITIES:

- Responsible for the overall successful management of Member Services, Technical Support, 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.
- Develops and implements department goals, service standards, processes, and procedures that support effective service delivery, member satisfaction, operational efficiency, and consistent support for multiple CBS partner companies.
- Responsible for assessing organizational effectiveness and developing future leaders as the organization grows.
- Oversee member services operations, including billing system performance, contact management tools, payment processing, service order workflows, member account support, and related regulatory or compliance requirements.
- Monitors, and manages department budgets, resource needs, staffing plans, and performance metrics to ensure effective use of company resources and alignment with financial objectives.
- Directs technical support operations and ensures timely, accurate, and professional resolution of member requests, escalations, trouble tickets, vendor issues, and service quality concerns.
- Responsible for member services operations including development, implementation, and management of the billing system technical performance, contact management tools, payment processing, long-distance carrier interactive information exchange, PUC, FCC, and regulatory compliance.
- Oversees training documentation, planning and implementation. for multiple organizations that include various tools and vendor solutions.



- Responsible for consumer insights programs and reporting functions to ensure data, member feedback, service trends, and performance indicators are accurate, actionable, and used to support business decisions, strategic planning, and service improvements.
- Prepares and presents reports, analysis, recommendations, and department updates for leadership, boards of directors, partner companies, department meetings, and other business needs. Required to attend board meetings as necessary and/or requested.
- Works cross-functionally with other departments to ensure quality and services issues are addressed based on customer feedback
- Performs other job duties and responsibilities as required to fulfill job functions or as assigned.

JOB REQUIREMENTS:

- At least 10 years of progressive management experience in a cross-functional team environment, including responsibility for leading managers and staff, developing department strategy, managing performance, and delivering measurable operational results. Five years of telecommunications industry experience is preferred.
- Excellent analytical and problem-solving skills, with the ability to evaluate complex operational or member-service issues, identify root causes, compare solutions, and implement timely, practical resolutions.
- Demonstrated knowledge of customer service and contact center operations, processes, performance standards, and technology, including call routing, workforce practices, service-order workflows, billing or account-support systems, and member experience measurement.
- Strong leadership, communication, and organizational skills, with the ability to interpret leadership decisions, translate strategic direction into clear departmental priorities and action plans, and effectively communicate expectations to teams across multiple functions and partner organizations.
- Ability to exercise sound judgment, make independent decisions, manage competing priorities, and solve problems effectively while maintaining appropriate communication, documentation, and accountability.
- Proficiency with Microsoft Office applications and demonstrated experience using multi-level call-routing systems, reporting tools, and other technologies that support customer service, technical support, training, and operational decision-making.

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.