

Job Title: General Manager

Status: Exempt/Non-Union Eligible

Department: Executive

Reports to: Board of Directors

CUSTOMER SERVICE EXCELLENCE: All jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to service excellence is expected of all employees as they perform their tasks.

GENERAL SUMMARY:

This position includes full responsibility and accountability to the Board of Directors to operate the company in an effective, efficient, and economical manner while attending to detail, working independently, and fostering a team environment. Also, responsible for representation of the company before state and federal government agencies. Leadership must be shown to strive for a culture of teamwork, performance, and service excellence while maintaining the highest integrity. The General Manager serves as the final authority concerning personnel, financial, technical, and related issues.

SPECIFIC JOB DUTIES:

- Develops, establishes and evaluates the strategic plan for efficiencies, coordination, communication, and effectiveness across the company to ensure progressive growth of the cooperative.
- Establishes effective means of gathering and relaying appropriate financial and other control information to the Board, Managers, and subscribers.
- Supervises and holds all department managers accountable for achieving the mission and business objectives of ESRTA and its subsidiaries, including performance and development of their employees, and for responding effectively to employee issues and concerns.
- Ensures the proper allocation of resources.
- Ensures that all operational activities are carried out in compliance with local, state, and federal regulations and laws governing business operations including FCC, RUS, NECA, and CPUC.
- Analyzes situations and selects appropriate actions based on existing circumstances and changing conditions. Problem solves and assures resolution. Monitors to be assured desired results are obtained.
- Remains current on industry developments and technology for the purpose of ensuring the company remains on the cutting edge of technology.
- Directs, establishes, and administers the development of policies and procedures that result in efficient and effective operational practices.
- Is actively involved in local economic development and is visible in the ESRTA community at local fairs, parades and other opportunities that help build relationships with the Community.

JOB REQUIREMENTS:

- Must have excellent oral and written communications, public relations and organizational skills.
- Ability to communicate with various business contacts in a professional and courteous manner.
- Ability to communicate well with employees and create a team environment.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Must have a valid driver's license and be insurable by ESRTA's insurance carrier.
- Frequent travel by vehicle and air
- Frequent overnight travel, flexible hours and on call are required

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong financial and business acumen
- Basic computer knowledge (Microsoft Excel and Microsoft Word)
- Excellent communication skills, both written and verbal
- Business management, supervisory and leadership skills
- Public relations skills
- General overall Telephony knowledge and familiarity with standards, rules and regulations governing utility operations
- Negotiating skills
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- High level of energy and enthusiasm

Education and Experience

Bachelor's Degree in business, marketing, engineering, accounting, finance, human resources, or related field or equivalent experience required. Managerial or supervisory experience required. Three to five years of telecommunications or cooperative experience preferred.

Reporting Requirements

Reports to ESRTA Headquarters in Hugo, Colorado and must reside in ESRTA service area with close proximity to the headquarters. ESRTA offers an excellent compensation and benefits package. Learn more about our Company, obtain company application form, and read job application requirements at www.esrta.com. This announcement is generally descriptive of the duties and qualifications of the job. It is not intended to be construed as an expressed or implied contract. ESRTA is an Equal Opportunity Employer. Applicants will be considered without regard to race, creed, religion, color, or national origin. In addition, unless the reasonable demands of the position require it, applicants are considered without regard to age, physical or mental disability, marital status, or sex. Eastern Slope will consider making reasonable accommodation for applicants with physical or mental disabilities if it will allow them to perform the essential functions of the job.