



Office Administrator Level I

Growing rural broadband Internet company seeks bright, humble, and friendly individual to join our office team!

Allband Communications Cooperative is a fiber to the home and fixed wireless High-speed Internet and telephone provider whose mission is to provide reliable and reasonably priced access to unserved and under-served areas of rural Northern Michigan. We have excelled for over 15 years in bringing advanced communications to the most rural areas of Northern Michigan and rival the technologies of most urban locations in Michigan.

We are actively seeking talented and experienced leaders to help drive Allband farther into the rural communities of Northern Michigan that need our help. Together we CAN bridge the digital divide!

As a member of our administration team, you will work closely and train with our Office Administration Level II staff and the Controller with occasional interaction with the Outside Plant team, Network Admin, and the General Manager.

Job duties will include, but are not limited to:

- Answering phone calls and thus handling matters applicable to your duties and/or redirecting calls to the appropriate Allband team member
- Identification of potential customers and assist Level II staff with intake
- Basic Internet, email, and telephone troubleshooting with customers
- Basic customer record management, file management, reporting and processing
- Customer payments (over the phone, online and by mail)
- Basic billing system administration (review billing inquiries and customer record management.)
- Purchase orders, inventory tracking and RMA processing
- Work order and service order processing
- Marketing Implementation and oversight with Level II staff
 - o Social media administration
 - o Website administration
 - o Customer outreach and relations
 - o Public relations and government affairs
 - o New construction/expansion marketing
 - o Projects in coordination with Level II staff
- Sales efforts in conjunction with Level II staff
- Office presentation and cleanliness

Education, Qualities & Experience Requirements

- High School Diploma or GED Required
- Experience in office environments preferred
- Marketing experience preferred

Employment Details:

- The position will work directly with and report to Level II staff with HR support from the Controller
- Position is full-time and non-exempt, 40 hours per week
- Normal Hours Monday – Friday 8AM – 5PM
- Saturday and holiday weekend work rotation required. After-hour support coverage may be needed on a fill-in basis if needed
- Position is subject to an initial probationary period of 1 to 3 months but is an at-will position
- Position is subject to background and random drug testing. Both hair and fluid
- Ability to obtain and maintain a valid driver's license

Compensation and Benefits:

- Compensation is \$16/hr to start and can increase with subscribership and revenue growth
- Health/Dental/Vision coverage is available through National Telecommunications Cooperative Association (NTCA)
- Savings Plans available through NTCA
- Health care and retirement stipends paid monthly (Effective January 1, 2022)
- Access to insurance programs from AFLAC at a reduced rate (paid by employee)
- Allband is an equal-opportunity employer and participates in workman's compensation

Please submit a resume and cover letter to: office@allbandcomm.com

Please call our office at 989-369-9999 if you have questions or want to verify that we have received your resume.

Thank you and we look forward to hearing from you!

- The Allband Team