



Office Administrator

Rural broadband Internet company seeks a motivated and professional Office Administrator.

What we do: 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 and rival the technologies of most urban locations in Michigan.

What we need: As an Office Administrator, you will assist in helping our office run smoothly by working continuously in our billing system, answering phone calls and emails in a timely manner, scheduling appointments, coordinating with field technicians, and maintaining healthy relationships with our customers.

What our community offers: Have you ever dreamed of living where you vacation? Here, you can enjoy the pleasures hunting, camping, fishing, snowmobiling, ATV trails, and the lake life. Tired of a high cost of living? Do you want a safer and more community-orientated place to live, retire, and/or raise your family? Then this area is for you!

Primary Responsibilities

- Answer customer inquiries (calls, email, etc.) and provide necessary customer service, including new service requests, billing inquiries and technical support.
- Provide clerical and general office support, including customer billing, inventory, etc.
- Coordinate data management, including filing, maintaining records and customer accounts.

Qualifications and Attitude

- High level of personal accountability.
- Friendly and courteous, maintains a positive attitude, works well in a team environment.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail, ensuring accuracy.
- Excellent time management skills with a proven ability to meet deadlines.
- Self-starter with ability to prioritize tasks.
- Ability to function well in a high-paced and at times stressful environment.
- Basic understanding of how to operate standard business equipment.
- Proficient with Microsoft Office Suite. QuickBooks Online is a plus.
- Attitude that is willing to learn and develop new skills, desire to support the needs of the team.
- Comfortable with technology and learning new software.



Schedule

Allband is recruiting for a full-time position. Basic schedule is Monday through Friday from 8AM to 5PM and must be available to work on Saturdays as required or in rotation. Must also be willing to assist with after-hours phone support.

Compensation

\$16-\$18 per hour gross and will be commensurate with experience. Vacation is accrued and is calculated based on seniority. Paid personal days are available after 1 year of employment.

Benefits

Access to health, dental, vision and retirement is available to Allband team members, but are not paid for or matched by the company at this time. Allband offers an Employee Assistance Program (EAP) which includes mental health, financial and other assistance services to enhance the lives of our team members. Allband is also an AFLAC participating business.

Select candidates will be required to complete a pre-employment assessment and a background check. Allband is an equal-opportunity employer and participates in workman's compensation. Position is subject to an initial probationary period of 3 months and is an at-will position. Service discounts available if the applicant lives on our network.

Physical Requirements

Prolonged periods sitting at a desk and working on a computer.

How to apply

Please submit resume 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