

## **Customer Care Manager**

CommuniComm Services is seeking a Customer Care Manager for our Westlake, LA system. The primary function of this position is to ensure that superior customer service is consistently provided to our Louisiana customers. Job duties and responsibilities include managing the office staff on a day to day basis, interfacing with customers via the telephone and in person, conducting customer inquiries, addressing billing questions and customer concerns and interfacing with the corporate office. This individual will be responsible for driving successful customer care management practices to increase revenues, reduce costs and improve service quality; setting sales and service goals; establishing accountability metrics and developing the Customer Care team.

Previous office management experience desired, computer skills and flexible schedule required.

CommuniComm Services offers a competitive salary and benefits package which includes free cable and internet for employees who live within CommuniComm Service areas, paid time off, medical/dental/vision, life insurance, short-term and long-term disability, 401(k) and flexible spending accounts.

Please e-mail resumes to [HR@jamescable.com](mailto:HR@jamescable.com) reference "Customer Care Manager – LA" in the subject line, or by mail at CommuniComm Services, c/o Dave Walker, 2504 Westwood Rd, Westlake, LA 70669. CommuniComm Services is a drug-free and EOE.