

Job Opening: General Manager

**Job Description**

Mud Lake Telephone Cooperative, Association, Inc. (MLT) is a small, locally owned co-op located in Southeastern Idaho. MLT provides voice, broadband and wireless communications to approximately 1100 members across 1170 square miles, covering the areas of Dubois, Hamer, Terreton, Mud Lake, Monteview and surrounding areas. The Co-op also provides propane delivery and HVAC services to customers. MLT has 16 full-time employees and is governed by a 9-member Board of Directors.

**Position Overview:** As the General Manager, you will be responsible for leading and managing aspects of operations across all service lines. This role requires strong leadership skills, business acumen, and a deep understanding of telecommunications and internet industries. The General Manager will serve as a liaison between the Co-op and community, regulatory agencies, legislative bodies and our industry associations. The location for work would be the main office in Dubois, Idaho.

**Job Responsibilities**

* Oversee the day-to-day operations of the Company, including network infrastructure, customer support and service delivery, either directly or through subordinate managers/supervisors.
* Ensure business and financial objectives are met by providing leadership and direction.
* Manage financial performance, including budgeting, profitability and cost analysis and effectiveness.
* Implement operating procedures to comply with policies established and adopted by the Board of Directors.
* Stay informed about regulatory changes and developments that may impact on the company’s operations.
* Ensure timely compliance with regulatory requirements and industry standards, including FCC regulations and data privacy laws.
* Set clear performance expectations, enhance employee capabilities, and provide regular feedback to employees.
* Communicate effectively pertinent information to the Board of Directors,
* Develop and implement strategic plans to achieve the company objectives and continued company success.
* Performs all other related duties as assigned by the Board of Directors.

**Qualifications:**

* Bachelor's or Master's degree in business administration, Telecommunications or related field.
* Proven experience in a leadership role within the telecommunication and internet industries
* Proficiency in financial management, principles, and practices

**Skills/Background:**

* Knowledge of telecom operations, technology, and equipment
* Knowledge of company products and services
* Knowledge of Co-op principles
* Knowledge of regulatory environment
* Knowledge of propane industry, safety, and standards.
* Skills in reading and understanding financial reports, industry regulations and proposed legislation.
* Ability to organize and prioritize multiple work assignments.
* Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
* Ability to create a team environment and sustain employee morale in a fast paced, dynamic environment.
* Ability to address customer inquiries, concerns and complaints promptly and effectively.
* Good interpersonal skills
* Honesty, integrity, and strong work ethic

This job description outlines the key responsibilities and qualifications for the General Manager position at a telephone/internet company. Successful candidates should possess a combination of leadership, telecommunications/internet expertise and communications skills to excel in this role.

Resume, salary requirements and references should be sent to [Hiring@mudlake.us](mailto:Hiring@mudlake.us)

*Applicants that are selected for interview will be notified.*

**Pay Range:** Minimum $90,000 annual salary

**Job Type: Full-time**

**Benefits:**

* 401(k)
* 401(k) matching
* Dental insurance
* Employee discount
* Flexible schedule
* Health insurance
* Paid time off
* Paid training
* Vision insurance

**Experience level:**

* 3 years

**Weekly day range:**

* Monday to Friday

**Ability to Commute:**

* Dubois, ID 83423 **(Required)**

**Ability to Relocate:**

* Dubois, ID 83423: Relocate before starting work **(Required)**

**Work Location:** In person (59 W Main St, Dubois, ID 83423)