



Arctic Co-operatives Limited

[Statement on the Co-operative Identity and Seven Principles](#)

Career Opportunity

Title	Cable Support Officer
Department/Division	Business Support Services/Management Support Services
Salary	\$4,292 - 5,049/month
Location	Home Office - 1645 Inkster Blvd, Winnipeg
Other	Permanent, full time

Benefits of working at Arctic Co-ops include:

- a competitive salary,
- annual vacation (accrue 3 weeks of paid vacation time in first year),
- employer-matched pension plan,
- comprehensive group benefits plan,
- career development opportunities,
- annual performance plans,
- and an environment where employees are encouraged, supported and recognized.



Position Summary

Reporting to the Manager, Business Support Services, this position is responsible for providing assistance, direction and support in Cable and Satellite operations of Member Co-operatives, including cable plant management, marketing, signal and channel package management as well as ensuring compliance of all paperwork associated with the services of cable operations. The Cable Support Officer will ensure the training of staff and the maintenance of safety procedures, including the compliance with all legal requirements of operating a Cable System.

Working with the management of the local Co-operatives, the Cable Support Officer will ensure an adequate level of system support is in place, to enable the Co-operatives to provide a high level of service to members and the community at large.

Duties and Responsibilities

- Develop audit plans, policies and procedures to recommend effective operating practices of the Co-ops' Television Services to meet financial and subscriber service goals.
- Analyze each Co-ops television services for penetration rates, channel package buy rates and gross profit results to ensure business opportunities are maximized and opportunities reported to Manager, Business Support Services.
- Maintain channel lists to ensure accuracy in channel description and channel numbers for marketing

and channel mapping purposes.

- Complete all administration required when channel or package changes are required and coordinate with Tech Services to have changes implemented.
- Coordinate with Marketing Department to develop and execute marketing programs targeted to increase subscriber rates, channel package purchases and Advertising Channel revenue.
- Update Advertising Channel content weekly.
- Conduct regular signal cost audits to ensure proper pricing and margin levels for all cable and satellite operations.
- Monitor Member Co-op's monthly billing to ensure they are following recommended practises.
- Review Member Co-op's Accounts Receivable aging reports to ensure Member Co-ops are maximizing cash flow from this business unit. Identify past due accounts, report to Co-op General Managers and District Support Advisors along with recommendations for collections and control.
- Maintain records of the service; ensure an invoice coding system is established to document the Co-operatives expenditures and charge backs to customers.
- Provide assistance to Member Co-operatives on a needs basis in solving ad hoc problems in a manner that will enhance the Co-operative's image and maintain the required level of service.
- Provide assistance to Member Co-operatives as required in implementing new systems and procedures identified by the management of the Co-operatives or Arctic Co-operatives.
- Maintain a good working relationship with Co-operative Management and staff, government authorities, CCSA, Shaw Direct and contractors.
- Analyze records to ensure Member Co-operatives are meeting all requirements of the CRTC and Subscriber Management Controls; alert supervisory Manager and Division Manager of any variances resulting from the analysis of the records to enable remedial action to be taken.
- Make sure all signal affiliation agreements are maintained and up to date to ensure uninterrupted services to the cable subscribers on Co-op Cable Systems.
- Provide subscriber counts each month to CCSA and Arctic Co-operatives Accounting Department to ensure accurate signal costs are captured.
- Manage free preview opportunities for all Co-op and Iqaluit Cable systems.
- Provide daily, ongoing support and training to Co-op staff on Broad Hub software, point of sale systems and day to day operations of the cable business unit.
- As a member of Business Support Services team, provide back up for Inns North and Contract Support Officers by assisting with the member Co-operatives' non-retail operations.
- Provide maintenance assessments and develop a system of identifying servicing requirements for the plants, which will ensure timely maintenance and uninterrupted service to the subscribers.
- Provide support to IT Administration Support to ensure subscriber changes are implemented within required timelines.
- Provide support to Co-op staff regarding customer service issues. Coordinate with IT department on technical/hardware issues.
- Other duties and responsibilities as assigned.

Qualifications

- Previous experience working in a Cable Television environment.
- Knowledge of Cable Television and/or Satellite television regulations and business practices.
- 3-5 years experience in a senior customer service, supervisory or management role in cable television services.

- Experience and success with training and development of staff
- Strong organizational and administrative skills;
- Superior interpersonal skills;
- Excellent communication skills, both verbal and written;
- Ability to work independently, as well as a member of a team;
- Proven ability to work in a cross-cultural setting;
- Solid functional knowledge of PC applications including Word and Excel at the intermediate level;
- Must be able to travel to the North approximately 90 days/year; travel may be up to 2 weeks at a time.

We'd love for you to join us!

Applications accepted via email to [Human Resources](#) or by fax 204-632-8575

For more information you can visit [our website](#)

or find us on social media (click on icon)

