



# SEBASTIAN

*Putting people first.*

**Job Title:** Residential Product Manager  
**Department:** Customer Service  
**Reports To:** VP of Administrative Services  
**FLSA Status:** Exempt

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### **Core Ideology:**

These are the essential and enduring principles of our company. Our core values are:

*Opportunity* to prosper                      *Responsibility* to get things done  
*Service* that exceeds expectations      *Respect* for customers, colleagues and community  
*Loyalty* without entitlement

**Our core purpose to provide people with a great place to work and the opportunity to prosper, improving their lives, their communities and their company.**

### **Job Description:**

The primary responsibilities for this position are to ensure that financial and customer satisfaction goals are met for all customer products including but not limited to broadband, alarm and toll products. The position is responsible for the day to day operations of central station, alarm service and residential alarm sales. Develops and monitors operational metrics and objectives, including financial performance of residential product lines. Works closely with Marketing, Customer Operations Manager, and IT Director to evaluate product offerings, pricing and promotions. Assists Customer Operations Manager with day to day CSR management.

### **Job Duties:**

- Responsible for financial performance of residential products lines, including but not limited to DSL, alarm and toll.
- Manages all aspects of central station including residential alarm sales, promotional offers, and training
- Represents department on leadership team
- Responsible for budget development and achievement of residential product financial goals
- Prepare operational and strategic forecasts (including budgeting and personnel)
- Hire, promote, discharge and conduct performance evaluations for direct reports.

### **Job Requirements:**

- Bachelor's degree preferred with a least 4 years supervisory experience in residential product management or similar field.
- Experience with reading and interpreting financial statements and identifying key variances
- Experience in applying marketing mix concepts to drive revenue

- Experience with gathering and implementing customer feedback for product improvement.
- Excellent communications skills, both written and oral, with exceptional interpersonal skills
- Knowledge of Central Station, Telecommunication and Internet services
- Strong technical skills
- Exceptional organizational and planning skills
- Must know and understand all company policies and procedures
- Excellent training and coaching techniques

**Physical, Mental and Environmental Requirements:**

- Employee is required to stand, walk, climb, sit and use hands and fingers.
- Some light lifting of objects is required.
- Reaching, grasping and carrying activities also required.
- The noise level in the work environment is usually moderate.
- Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.