



## Pueblo of Laguna Utility Authority

**Vision:** We are a sustainable self-sufficient organization with a diverse core competency.

**Mission:** We protect and promote the health and well-being of our Pueblo Community by developing and managing essential utility functions.

Readvertisement - Job posting for an

### KHI Business Manager

## K'awaika Hanu Internet (KHI) seeks a Business Manager

**CLASSIFICATION:** Full-Time Exempt

**SALARY RANGE:** \$70,000 to \$130,000

**OPENING DATE:** March 1, 2022

**CLOSING DATE:** Open Until Filled

**Are you interested in the latest technology? A natural "people person"? Organized to a fault? If you're looking for an opportunity to work in a close-knit group while learning about Laguna's Internet Infrastructure, this could be the right fit for you!**

We are seeking an enthusiastic, hands-on, and self-motivated KHI Manager with skills and experience to contribute to a quickly growing Internet company. This individual will provide guidance and direction to the day-to-day operations of the KHI operations and ensure organizational goals and objectives are met.

**Major duties and Responsibilities** (may include, but not limited to the following)

- Reviews, analyzes, and evaluates business policy and procedures
- Works with the General Manager to plan, control, implement, evaluate, monitor, and analyze budgets
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement
- Ensures that all financial systems, policies, and procedures are in place
- Improves customer service and satisfaction through policy and procedure changes
- Leads coordination and integration of efforts among operations, technology, and customer service to produce adequate workflow and most cost-effective business processes
- Ensures the organization's compliance with all applicable laws, rules, regulations, and standards
- Projects a positive image of the organization to employees, customers, leadership, and community

### Qualifications

- Extensive professional experience in leadership roles
- Work Experience: Minimum of 5 years operations management experience
- Education: Minimum bachelor's degree in business or engineering; advanced degree preferred
- Must have a current New Mexico driver's license with no DWI convictions in the past three years on and off the LagunaReservation.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.
- Ensures customer information and services are update to for monthly billing cycles
- Maintains office files, implements an efficient system for other staff to access files and records
- Maintains financial records for the department
- Assist with closing and filling work orders for the department
- Assists with managing precise public information notices
- Collaborates with KHI Team to stay updated on products, services, and policies
- Other duties as assigned

### Questions?

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