



Chief Commercial Officer (CCO)

Hours: 20 hours per week

Job Overview

The Narragansett Indian Tribe is seeking an experienced Part-Time Chief Commercial Officer (CCO) to ensure the successful operation of Deerfoot Communications. Deerfoot is a new tribal venture to offer fast and affordable Internet services to tribal households and neighbors in the vicinity of the reservation.

The ideal candidate will oversee sales, marketing, and customer success. This role is ideal for an experienced leader who thrives in a flexible, part-time capacity (20 hours per week) and can deliver measurable results for the tribe.

Key Responsibilities

- Develop and execute a marketing and sales plan to get as many Internet customers as quickly as possible.
- Mentor the Deerfoot full time staff on how to market the Internet service and to meet sales targets.
- Develop marketing and sales metrics to monitor sales performance.
- Provide the COO and the tribal council with monthly sales reports. Make presentations to tribal council as needed and requested.

Qualifications

- Proven experience in senior commercial leadership roles (e.g., CCO, VP of Sales, or similar).
- Strong track record of results in development of new business services.
- Demonstrated experience developing and managing effective marketing strategies.
- Ability to work independently in a part-time role.
- College degree in business, marketing, or a related field is a plus.

Why Join Us?

This part-time role offers the opportunity to make a significant impact while maintaining flexibility. You will work with a small staff committed to making Deerfoot Communications a success.

Interested individuals please contact John Mahoney at swiftfox44@yahoo.com or Michael Monroe at michaelmonroe603@gmail.com



Staff Supervisor

Job Overview

The Narragansett Indian Tribe is seeking an experienced Staff Supervisor to ensure the successful operation of Deerfoot Communications. Deerfoot is a new tribal venture to offer fast and affordable Internet services to tribal households and neighbors in the vicinity of the reservation.

In this position, the Staff Supervisor will provide direct supervision and management of two field technicians and a customer service representative. Primary work tasks will include oversight of daily operations, set staff work assignments and follow up, and ensure that all customer inquiries, complaints, and issues are resolved efficiently and professionally. This role requires strong leadership skills, a customer-first mindset, and the ability to maintain high team morale while meeting performance goals.

Key Responsibilities

- Supervise, train, and mentor the three Deerfoot staff, providing guidance and feedback to enhance performance.
- Handle both routine and escalated customer inquiries or complex issues, stepping in to resolve conflicts when necessary.
- Develop and implement work schedules, and provide follow up to ensure that staff are completing assigned work tasks promptly and efficiently..
- Foster a positive, supportive work environment that encourages teamwork and professional growth.
- Report to the COO (Chief Operating Officer) with weekly and monthly status reports as directed. Reports should include response times, resolution rates, and customer satisfaction scores, to ensure service standards are met

Qualifications

- Minimum of 3 years of customer service experience, with at least 1 year in a supervisory or leadership role.
- Strong leadership and problem-solving skills, with the ability to prioritize and delegate effectively, with the ability to remain calm under pressure.
- Proficiency in customer service software (e.g., CRM systems) and Microsoft Office Suite.
- A proactive attitude with a focus on delivering results and exceeding customer expectations.

Interested individuals please contact John Mahoney at swiftfox44@yahoo.com or Michael Monroe at michaelmonroe603@gmail.com



Chief Operating Officer (COO)

Hours: 20 hours per week

Job Overview

The Narragansett Indian Tribe is seeking an experienced Part-Time Chief Operating Officer (COO) to ensure the successful operation of Deerfoot Communications. Deerfoot is a new tribal venture to offer fast and affordable Internet services to tribal households and neighbors in the vicinity of the reservation.

The ideal candidate will bring leadership, operational expertise, and a results-driven mindset to ensure efficient processes, excellent customer service, and the development of an excellent employee team. This role is perfect for a seasoned professional looking for an excellent job opportunity on a flexible schedule.

Key Responsibilities

- Collaborate with the CCO (Chief Commercial Officer) to provide staff and business guidance aligned with the tribe's goals for the enterprise.
- Provide oversight of bookkeeping, accounting, customer service, inventory, and staff scheduling.
- Monitor key performance indicators (KPIs) and provide regular feedback to staff.
- Provide oversight and management of budget to ensure control of expenses.
- Act as a liaison between the tribal council and staff. Provide tribal council with monthly written status and budget reports. Make presentations to tribal council as needed and requested.

Qualifications

- Proven experience as a business manager, with a track record of operational success.
- Strong leadership and decision-making skills, with the ability to prioritize and delegate effectively.
- Demonstrated experience and expertise developing and managing business budgets.
- Excellent analytical and problem-solving abilities.
- College degree in business or related field a plus.
- Ability to work independently and thrive in a part-time role.

Interested individuals please contact John Mahoney at swiftfox44@yahoo.com or Michael Monroe at michaelmonroe603@gmail.com