

## COMMUNICATIONS OPERATIONS MANAGER

### **NATURE AND PURPOSE:**

Position is responsible for all activities of the Operations and Warehouse Divisions of the Communications System Department, using contractors and a technical staff for construction, operations, and maintenance of a communications system. Oversees positions which install, maintain, and repair fiber optic cable, and positions which install indoor and outdoor customer premise equipment. Ensures scheduling and completion of daily customer service orders. Supervises personnel responsible for maintenance of warehouse inventory of necessary equipment. Coordinates efforts to ensure 24-hour control / monitoring / problem-solving of the network's operation. Incumbent reports directly to Director, has supervisory responsibilities, and ensures that staff are well-trained and competent in all installation methods, troubleshooting techniques, and safety procedures, including familiarity with consumer communications equipment and good customer relations. Responsible for tracking and reporting on key performance indicators and operational metrics including personnel utilization, project progress, budgetary status, and maintenance logs. Oversees annual Operations/Warehouse budgets. Establish, develop, maintain, and implement processes and procedures to foster efficiency and customer satisfaction and to enhance competitiveness. Responsible for emergency restoration management.

### **ILLUSTRATIVE EXAMPLES OF WORK: Note: These examples are intended to illustrate the various types of work performed by the incumbent. All of the duties performed may not be listed.)**

Provisions all business and residential orders, new or changed, service upgrades or downgrades, connects / disconnects, including establishing telephone service requiring interconnect agreements with regional and national telecommunications systems. Incumbent establishes work procedures, construction standards and ensures staff and contractor compliance. Reviews all division's construction plans and schedules and inspects work; reviews bids for contracted work, ensures work is acceptable, and authorizes payment. Administers quality control measures for contractor work and administers payments.

Through subordinate foremen, supervises work of technicians maintaining outside plant fiber and equipment, through splicing and testing, relocating fiber and facilities, repairing cuts and responding to unplanned outages. Through staff of installation technicians, completes residential and business service orders, including installation of hardware both interior and exterior. Ensures work is performed to customer satisfaction, using scheduling, job coordination, and service order billing reconciliation.

Through a warehouse staff, ensures adequate inventory of supplies and materials are on hand, stored, inventoried, issued, and replaced.

Oversees all standard personnel management duties (annual reviews, interviews and selection processes, disciplinary actions, approving leave, ensuring personnel is adequate to cover system needs) through intermediary supervisors and provides budgetary input and control for supervised divisions, including approving and verifying purchases, allocating funds within established budget categories, and forecasting future budgetary needs such as labor hours, equipment purchases, fuel, and vehicle maintenance.

Implements process and procedural changes as needed to increase efficiency and customer satisfaction to ensure that LFT Fiber is highly competitive.

Reviews and implements any necessary modifications to the emergency restoration plan to optimize restoration efforts.

Performs related work as required.

### **NECESSARY KNOWLEDGE, ABILITIES AND SKILLS:**

Thorough knowledge of the materials and methods used for fiber communications system construction, repair and maintenance for overhead, underground facilities, including splicing.

Thorough knowledge of layout, locations and equipment characteristics of the fiber communications system.

Complete knowledge of the parts, apparatus and equipment to be kept in inventory to provide services without delay.

Complete knowledge of customer premise wiring schemes used in single and multi-family residential and small / large business facilities.

Knowledge of software used in providing network communications services to customers of the fiber communications system.

Ability to maintain productive business relations with officials of regulatory agencies, customers, elected officials and employees.

Ability to be organized and process-driven and to have strong managerial skills.

Ability to facilitate processes and procedures which create efficiency and promote competitiveness.

Ability to manage comprehensive emergency restoration plans.

Ability to communicate clearly and effectively, verbally and in writing.

Ability to perform accurate calculations, quantitative projections and use personal computer business and engineering applications at a high level of expertise.

Supervisory skills / budget management.

**DESIRED EDUCATION AND EXPERIENCE:**

Associate's or bachelor's degree in a related field, such as telecommunications, electrical engineering, construction, electronics, industrial technology, etc.

**NECESSARY QUALIFICATIONS**

Substantial supervisory experience in communications construction and operations support.