

**Position Title: OSP OPS Manager (Maine)**  
**Reports To: Director of OSP OPS**

**Department: OSP OPS**  
**FLSA Status: Exempt**

### **General Summary:**

The OSP Operations Manager is responsible for managing all outside field operations in the assigned geographic area ensuring the efficient and timely completion of customer fulfillment requests for premise installation and repair. This position includes responsibility for design, planning, and budgeting for OSP offices in the geographic area. The Manager is responsible for assisting the Director in the development of a qualified OSP staff with a major emphasis on helping to lead and grow our OSP Operations in Maine. This position reports to the Portland, New Gloucester, or Bangor office. Travel to OTELCO properties in Maine, Vermont, and Massachusetts is required.

### **Essential Job Functions:**

- Manages OSP OPS Supervisor positions for the geographical region.
- This position will be responsible for managing the OSP staff whose work includes installation, repair, maintenance, and emergency operations of residential and business customers.
- Develops and maintains procedures for efficient scalable growth and streamlining operations by analyzing and implementing improvements to plant, practices, staff, and equipment as needed.
- Manages new service projects and changes in existing services.
- Monitors workload of direct reports to ensure work is processed in a timely manner.
- Organizes, coordinates and delegates projects to staff.
- Negotiate timeframes for completion and meet critical deadlines.
- Coordinating special projects – ability to respond to requests from other departments and/or senior management for assistance in completing special projects.
- Motivates team for continuous improvement and achievement of maximum performance including a major emphasis on development of employees with regards to new processes, quality standards, customer contact, safety, expenses control, and technical skills through frequent meetings and communications.
- Manage OTELCO contractor affiliations to resolve issues arising during the installation and maintenance process.  
Facilitate Contractor relationships for OTELCO OSP Operations.  
Identify and help facilitate office requirements for OTELCO OSP Operations staff.
- Responsible for annual staff reviews and personnel issues.
- Identify individual training and development plans for employees.
- Approves timesheets and ACC requests for employees.
- Approves invoices and expense reports.
- Performs all other related duties as assigned.\*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

### **Knowledge, Skills, and Abilities:**

- Preferred 6+ years of telecommunications industry experience which demonstrates a basic knowledge of telephony, outside plant construction, and repair practices.
- Basic knowledge of emerging and advanced communications technologies including Ethernet, Xdsl, XPon, & wireless.
- Desired previous responsibilities in directing and managing all outside plant related duties with an emphasis on departmental analytics relating to development, streamlining, and growth scalability.
- Preferred work leadership experience that demonstrates involvement in planning, directing, and monitoring projects with the ability to meet company goals and deadlines.
- Desired work experience that demonstrates strong analytical and/or problem solving skills.
- Preferred management experience in a multi-tasking result oriented position within a deadline focused environment.
- Experience overseeing and/or conduct OSP bidding processes, including pre-bid meetings, bid openings, post bid analysis, preparation of recommendations, securing approvals and generating all required correspondence.
- Effective communication, which involves clearly conveying, delivering, and receiving direction.
- Preferred 2+ years of experience with contractor/vendor relations.
- Computer skills are required including excel, outlook, word, PowerPoint, workflow, gps, and inventory systems.
- Skill in oral and written communication.
- Skill in reading and interpreting technical documents and forms including purchase orders, invoices, expense reports, time reports, material requisition forms, work orders, trouble tickets, and service orders.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to support and defend management decisions.
- Must perform work with minimal supervision.
- Ability to perform job duties, even if it means working beyond a 40 hour work week.
- Ability to multi-task.
- Must have valid driver's license.
- Travel throughout the northeast frequently required.
- Occasional travel beyond the northeast required.

### **Education and Experience:**

High School diploma or equivalent plus 6+ years or more of TELCOM plant operations experience also desired. Previous management experience preferred.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

*OTELCO is an equal opportunity employer and does not discriminate on the basis of age, sex, gender identity, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.*