

Position Title: OSP Field Operations Supervisor
Reports To: OSP Field I&M Manager

Department: OSP
FLSA Status: Exempt

General Summary:

Supervises and directs day-to-day activities of OSP personnel in the operation and maintenance of telco plant and equipment. Trains OSP staff in preventive maintenance, trouble resolution, Service order activity, and emergency operations. Performs frequent field checks to ensure that crews adhere to established standards and safety requirements. This position will recommend system improvements and upgrades as needed.

Essential Job Functions:

- Directs all daily plant activities [from the field when necessary] by assigning work, answering questions, handling personnel issues, and monitoring workflow to ensure timely completion of troubles, service orders, and maintenance of resources and facilities.
- Monitors and Directs workload of direct reports to ensure employees have sufficient work and work is processed in a timely manner.
- Organizes, coordinates and delegates projects to staff.
- Promotes team building among all department personnel through frequent meetings and communications.
- Provides training on maintenance, service, repair, and other technical aspects of OSP operations.
- Develops and maintains continuing preventive maintenance procedures. Updates OSP personnel on emergency procedures and reviews trouble reporting system to ensure timely repairs.
- Conducts field checks for all direct reports to ensure that crews adhere to established standards and safety requirements.
- Assists in scheduling new service projects and changes in existing services.
- May analyze plant operations and make recommendations for improvements to plant and equipment.
- Performs all other related duties as assigned* including fieldwork alongside the plant personnel during peak periods.
- Monitor and place material, tool, and safety equipment orders as needed.

- Maintains and updates on-call schedules for direct reports.
- Responsible for annual staff reviews and personnel issues.
- Approves timesheets and ACC for OSP OPS personnel. Updates ACC calendar and OSP OPS schedule to other departments as needed
- Approves invoices and expense reports.

*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:

- Knowledge of telecommunications construction and maintenance requirements and regulations.
- Knowledge of telecommunications equipment, networks and processes including fiber optics and DSL.
- Knowledge of management principles and practices.
- Knowledge of company products, services, policies and procedures.
- Skill in operating various office equipment such as personal computer, various software programs, and telephone 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 organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.
- Ability to support and defend management decisions.
- Ability to perform job duties, even if it means working beyond a 40-hour work week.
- Ability to multi-task.

Education and Experience:

High School diploma or equivalent. Three to five years of telephone plant operations experience also required. Previous supervisory 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.

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