

<b>Position Title:</b>	<b>Field Installation and Maintenance Manager (Granby, MA)</b>
<b>Department:</b>	<b>OSP Operations</b>
<b>Reports To:</b>	<b>Director of OSP Operations</b>
<b>FLSA Status:</b>	<b>Exempt</b>

### **General Summary:**

OTELCO is seeking an experienced Field Installation and Maintenance Manager to join our growing team in Massachusetts. The Field I&M Manager will be responsible for residential and business installations along with day to day plant service maintenance and repair within a geographical area. The ideal candidate will have a strong working background managing Field I&M teams.

### **Essential Job Functions:**

- Report to the Director of OSP Field Operations and assume daily responsibility for all aspects of field installations and service maintenance within a defined geographical/market area.
- Lead, train, and develop all Supervisors, Technicians, and other Associates in a manner that ensures optimum performance.
- Through the supervisor(s), establish and maintain an efficient daily technician workload with all time frame requirements and installation/repair specifications.
- Facilitate the process for screening, interviewing, hiring, retaining, training, supervising, disciplining, and evaluating Supervisors, Field technicians, and other associates.
- Analyze operations, identify performance issues, and recommend and implement corrective action.
- Through frequent staff meetings and timely communications ensure new process changes, customer and company quality standards, expenses control, and safety standards are followed within the Field I&M team and associated partners.
- Manage Field I&M partner affiliations to ensure the Field I&M teams are working effectively and efficiently.
- Facilitate Field I&M partner relationships within a defined geographical/market area.

\*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 telecommunications outside plant residential and business installations, along

with service maintenance repair practices.

- Basic knowledge of emerging and advanced communications technologies including Ethernet, Xdsl, and XPon (FTTP).
- Desired previous responsibilities in directing and managing all outside plant Field I&M duties.
- Preferred work leadership experience demonstrating involvement in planning, directing, and monitoring Field I&M teams with the ability to meet company goals and deadlines.
- Desired work experience demonstrating strong analytical and/or problem-solving skills related to Field I&M.
- Experience overseeing and/or conducting Field I&M partner relationships, 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.
- 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
- Construction and/or Engineering experience is a plus but not a requirement.
- Must have valid driver's license

- Travel throughout Massachusetts frequently required and occasional travel beyond Massachusetts 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.*