

Job Title: Director: Outside Plant Operations	Reports to: CEO
Department: Plant Operations	Classification: Exempt
Revision Date: June 24, 2024	Fair Labor Standards Act (FSLA)

Customer Service Excellence:

In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to service excellence is expected of all employees.

Position Overview/Description:

- Directs all broadband and telephone company plant operations, ensuring continuous reliable operations of all cabling and network equipment.
- Plans and directs outside plant facilities by performing the following duties, personally or through subordinate employees.
- Supervises and coordinates the activities of the Construction and Installation teams.
- Ensures excellent customer service and quality construction of broadband and telephone plant.
- Responsible for ensuring all job orders are built and cut over in a timely manner in accordance with accepted construction requirements.

Essential Job Functions:

- Oversees the construction, replacement, removal, and maintenance of aerial and buried cable (including fiber-optic) transmission equipment.
- Assists with planning strategies to upgrade and expand the network of the company.
- Plans for future growth and upgrading of the network and analysis new or emerging technologies/ equipment as they relate to growth or enhancement needs.
- Ensure that a Preventative Maintenance (PM) Plan is in place for all field facilities and all equipment, tools, and vehicles.
- Develops and monitors department budgetary controls.
- Dispenses advice, guidance, direction, and authorization to carry out major plans and procedures, consistent with established policies and practices.

- Ensures that telephone company personnel understand RUS specifications, established safety procedures, and preventative maintenance for all equipment.
- Reviews plant conditions and makes recommendations on major improvements.
- Handles customer complaints and issues and provides options and resolutions.
- Works with manager of other departments to deal with various employee and customer issues.
- Meets with vendors, schedules installation/repair and assigns work as necessary; initiates or recommends the purchase of equipment and supplies; supports company material inventory and ordering practices.
- Reviews operating results of the organization, compares them to established objectives, and takes steps to ensure that appropriate measures are taken to correct unsatisfactory results.
- Analyzes trouble reports and recommends solutions as well as improvements in the network.
- Supervises and coordinates work activities of construction, operation, and service activities. Responsible for determining which construction activities will be completed with Company personnel and which will be bid to contractors.
- Has oversight for all company fleet vehicles and equipment. Makes recommendations for vehicle and equipment replacements, as well as recommendations regarding changes to Outside Plant policies and procedures. Monitors adherence to same.
- Meets and coordinates projects with contractors, power companies, state agencies, and municipalities.
- Assists the Engineers with job orders and the specifying and requisitioning of materials and obtainment of buried service permissions.
- Prepares and coordinates work schedules for employees based upon department needs and available resources.
- Directs training for all outside plant personnel. Attends conferences and meetings as needed.
- Represents organization with major customers. Performs other job duties and responsibilities as required to fulfill job functions or as assigned
- Supervises employees in the Outside Plant Department.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, establishing appropriate standards, policies and procedures; assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Preferred Qualifications:

- Bachelor's degree in Construction Management, Engineering or related technical field; plus, ten or more years related telephony experience and/or training; or equivalent combination of education and experience.
- Minimum of seven years progressively more responsible work experience in telephony outside plant personnel and construction management required in order to effectively supervise staff and all activities in plant construction.
- Minimum of five years working with RUS codes and regulations, 395 and 515 contracts, reporting and construction practices.
- Holds or can obtain Contractors License within Utah and Nevada. Minimum of B100 or E100 license.
- Knowledge of telephony cutover procedures, as well as right-of-way/permission acquisition.
- Strong analytical skills necessary to troubleshoot complex electronic/telephony problems.
- Strong interpersonal communications skills necessary to maintain productive relationships with internal as well as external customers.
- Ability to concentrate and pay close attention to detail when coordinating workflow and observing outside plant construction.
- Maintains consistent attendance to ensure work is completed in a timely manner.
- Knowledge of NISC iVue accounting software and Microsoft Office products needed.
- Ability to organize and prioritize work, make sound decisions, and attention to detail.
- Knowledge of Company policies, procedures, products and services.
- Skill in oral and written communication.
- Ability to read, analyze and interpret computer reports and printouts.
- Skill in analytical thinking and problem solving.
- Ability to organize, prioritize and handle multiple work assignments.
- Ability to complete work accurately under time constraints and deadlines.
- Ability to communicate with co-workers and various business contacts in a courteous and professional manner.
- Ability to function effectively as a team player
- Required to travel to company and/or customer locations
- Ability to travel by automobile to various Company locations and customer premises.
- Ability to obtain and maintain a valid Commercial driver's license.

- Certifications for the operation of forklifts, excavators, horizontal drills and other equipment a plus.
- Knowledge of Company safety policies and procedures.
- Knowledge of RUS codes and regulations, reporting and construction practices.
- Skill in operating and maintaining various testing, installation, and repair equipment.
- Ability to read and interpret documents such as: maps, blueprints, schematics, and operating/maintenance instruction manuals.
- Ability to operate standard office machines and equipment such as telephone, calculator, and PC keyboard.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read service orders and trouble reports as well as staking sheets and schematics. Ability to distinguish colors.				X
Hearing: Must be able to hear well enough to communicate With employees and business contacts.				X
Standing/Walking in rough terrain (possibly for several miles): Must be able to move about work site.				X
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform job duties				X
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs. which may include equipment on a backpack. (Trimble GPS unit)				X
Fingering/Grasping/Feeling: Must be able to write, type, draw, And use phone system.				X
Driving:				

Must be able to drive a vehicle for long periods of time				X
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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. Exposure 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.