

Copper Valley Telephone Cooperative

Position Title: Sr. Manager Telecom Operations
Reports To: Chief Executive Officer

Department: Plant
FLSA Status: Exempt

General Summary:

Manages daily activities of plant and engineering employees either directly or through subordinate managers. Oversees plant inventories to ensure materials are available to meet construction, maintenance and installation demands. Ensures ongoing and efficient plant operations. Responsible for effective utilization of CVTC facilities to ensure customer satisfaction. Oversees OSP and network engineering projects. Researches and develops potential future projects. Prepares annual capital and expense budget.

Essential Job Functions:

- Manages daily activities of plant and engineering employees either directly or through subordinate managers. Directs workflow and employee scheduling, checks work for accuracy, ensures appropriate staff levels, counsels and encourages employee growth, trains employees, promotes employee safety, and answers employee questions.
- Oversees plant inventories to ensure materials are available to meet construction, maintenance, and installation demands. Accounts for all inventory materials utilized in telephone operations.
- Ensures ongoing and efficient plant operations by overseeing the development of work plans to assure system continuity; development of preventative maintenance procedures; maintenance of plant, vehicles, test equipment and construction equipment; and the keeping of timely and accurate records. Manages CPE projects and subsequent billings.
- Responsible for effective utilization of CVTC facilities to ensure customer satisfaction. Increases awareness of service offerings. Prepares short and long term facilities planning according to customer demands. Researches new communications devices and services and determines applicability to CVTC. Assists with development of innovative marketing methods to increase efficient utilization of facilities.
- Oversees OSP and network engineering projects to ensure proper plan design, materials and paperwork; proper RUS bidding procedures and vendor selection; adherence to defined specifications; acquisition of easements and permits; and appropriate close out documentation for accounting purposes.
- Researches and develops potential future projects. Determines applicability and feasibility of new technologies to CVTC service areas,

assesses projected growth factors and communications needs, and enhances economic development through utilization of CVTC facilities.

- Provides input and support to the CEO/General Manager in the formulation, revision, and implementation of policies and tariffs.
- Prepares annual capital and expense budget, administers budget, and tracks budgeted items in comparison to actual expenses.
- Maintains positive relationships with other utilities, government agencies, and suppliers.
- Responds to member and customer concerns and problems as needed.
- Performs all other related duties as assigned by management.*

*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 RUS and industry specifications and guidelines.
- Knowledge of OSHA and AOSHA safety regulations and work rules.
- Knowledge of equipment used by CVTC in construction and maintenance of telephone plant.
- Knowledge of switching, transmission, distribution and CPE facilities utilized in the provision of services.
- Knowledge of company policies and procedures.
- Knowledge of management principles and practices.
- Knowledge of company products and services.
- Knowledge of Federal/State laws and industry practices.
- Skill in operating personal computer, peripheral hardware, software and operating systems.
- Skill in oral and written communication.

- Ability to communicate with customers, employees, consultants, contractors, suppliers, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to accomplish on-site review of CVTC facilities in varying and often extreme climactic conditions.
- Ability to travel using various modes of transportation including trucks, single engine aircraft, boats and ATVs.
- Ability to obtain and maintain a valid driver's license.
- Ability to make sound decisions using information at hand.
- Ability to work extended hours.
- Ability to effectively manage personnel, create a team environment and sustain employee morale.

Education and Experience:

Bachelor's degree in Business or Engineering plus a minimum of eight years progressive experience in telephone plant operations and a minimum of five years supervisory experience in plant operations and wireless and internet operations.

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 industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport records weighing up to 50 lbs.	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.

Good working conditions; may involve occasional exposure to some of the elements listed above.

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.