

Copper Valley Telephone Cooperative

Position Title: Chief Operating Officer Reports To: Chief Executive Officer	Department: Operations FLSA Status: Non-Exempt
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General Summary:

This is a management position which is directly responsible for the systemization and organization of the various plant and engineering departments and subsidiary companies. The COO must regularly exercise discretion and independent judgment in the performance of their duties and requires consistently calm and professional mannerisms while responding to the complex demands of engineering and operations management. This position requires particular emphasis on maintaining a high quality level of service and providing strong management support to the CEO/General Manager and the Board of Directors.

Essential Job Functions:

- Manages daily activities of plant, engineering, wireless, internet, and customer care 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 inventories to ensure materials are available to meet construction, maintenance, and installation demands. Accounts for all inventory materials utilized in telephone and subsidiary operations.
- Ensures ongoing and efficient 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 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.*

Knowledge, Skills, and Abilities:

- Knowledge of budgeting, business planning, and marketing in a competitive environment.
- Knowledge of state and federal laws, FCC, RUS, and other industry specifications and guidelines regarding plant and cellular/wireless carriers.
- Knowledge of cellular, microwave and fiber transmission.
- Knowledge of technical operations of a cellular carrier including call routing, LNP and SS7 protocol.
- Knowledge of technical operations of an Internet Service Provider with DSL customers.
- Knowledge of special circuit order procedures, Access Service Requests (ASR), facilities records and mapping systems, and Rural Utilities Services practices regarding office administration and recordkeeping.
- 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, procedures, services/products, and their related tariffs.
- Knowledge of management principles and practices.
- Knowledge of CVTC plant records, facilities mapping, and ASR systems and processes.
- Skill in operating personal computer, peripheral hardware, spreadsheet and word processing software, operating systems, and mapping and networking applications.
- Skill in oral and written communication.
- Skill in evaluating professional installation and maintenance of communications facilities.
- 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, with a minimum of ten (10) years of progressive responsible experience in telecommunications operations, and a minimum of five (5) years of supervisory experience requiring oversight of telecommunications plant operations, wireless and internet operations including inside and outside facilities and personnel.

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:	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 with the absence of disagreeable conditions.

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.