JOB DESCRIPTION

Telecom Operations Manager

REPORTS TO: CEO /GM

SUPERVISES: Network Services Supervisor, Communications Supervisor, and Utility Technician

OBJECTIVES: Assists the CEO/GM in the area of telecommunications, cable television, and internet operations. Responsibilities include day-to-day administration of all internal operations. Prepares long and short-range budgets and work plans. Monitors adherence of the telco to approved budgets and work plans. Evaluates new technologies and service offerings. Reviews compensation arrangements to ensure that settlements, pooling and access revenues are maintained and that regulatory changes affecting revenue requirements are understood by appropriate staff. May serve as acting CEO/GM in her absence.

RESPONSIBILITIES:

1. Directs activities of the communication’s division’s administration and finance operation by scheduling and assigning work, determining methods for doing work, checking quality of work, answering questions, handling personnel issues, and monitoring workflow to ensure timely completion of activities.

2. Assists CEO/GM with management of daily telecommunications operations of the cooperative. Participates in policy development and interprets and administers programs according to policies and procedures.
3. Prepares long and short-term budgets and work plans used in implementation of Board of Directors objectives. Monitors adherence to budgets and work plans to ensure objectives are met.

4. Evaluates viability of new technology and service offerings for continued company development and expansion.

5. Reviews compensation arrangements to ensure that settlements, pooling, and access revenues are maintained and regulatory changes affecting revenue requirements are communicated to appropriate staff.

6. Performs special projects as requested by CEO/GM.

7. Works closely with the Electric Operations Manager to insure communications, broadband, cable television/internet facilities are constructed correctly by the construction crew.

8. Manages the engineering, staking sheets, continuous plant records (CPR) and the construction for communication, broadband, and cable television facilities for Division 2 (telephone) and Division 3 Cable TV/Internet after being completed by the Utility Technician.

9. Serves as acting CEO/GM in the absence of the CEO/GM as needed.

10. Performs all other duties as assigned by CEO/GM.

**POSITION REQUIREMENTS:**

Education/Experience: Bachelor’s degree in management or equivalent experience plus five to seven years of experience in telecom management.
Skills and Abilities: Knowledge of telecommunications industry. Knowledge of telecom operations, technology, and equipment. Knowledge of regulatory environment and the business impact of proposed and adopted regulatory changes. Knowledge of management and finance principles and practices. Knowledge of company products and services. Knowledge of company policy and procedures. Skill in operating various office equipment such as personal computer, various software programs, and telephone systems. Skill in oral and written communications. Skill in reading and understand financial reports, industry regulations, and proposed legislation. 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.

APPROVED BY: ________________________________ Date: __________________________

Mike Megli, CEO/GM