

Job Title:	<u>Outside Plant Supervisor</u>
Job Code:	
FLSA:	Exempt
Reports To:	Plant Operations Manager
Department:	Network Services
Effective:	05/06/2021
Wage Range:	\$70,000 - \$105,000

Job Overview:

The Outside Plant Supervisor is responsible for overseeing the day to day operations and management of Luminare Broadband's Outside Plant. This position includes responsibility for maintenance, operation, and installation of physical network elements, commercial and residential customers. The Network Services team consists of fiber technicians and installers. This primary reporting location for this position is Steamboat Springs, CO.

Responsibilities and Essential Job Functions:

- Responsible for the health and maintenance of all outside plant YVEA and Luminare fiber assets
- Coach, support and develop team by being engaged with their daily production, performance and needs for improvement
- Provide leadership and guidance to ensure the best overall customer experience
- Provide clear and concise direction to direct reports
- Coordinate ongoing repair and maintenance of OSP infrastructure
- Develop, review and support practices, tools, and procedures for ongoing OSP field operations
- Manage staffing and scheduling to ensure the appropriate resources are available for workload during normal business hours and afterhours as required
- Respond to events that impact the system and direct restoration work
- Maintain a safe working environment by conducting periodic safety meetings and calling out safety concerns
- Handle inquiries and disputes caused by the company or contractors in a professional manner and achieve resolution
- Perform all other related duties as assigned by the Plant Operations Manager

Qualifications

To perform the Network Operations Supervisor role successfully, an individual should have the following education, competencies, and experience:

- Strong understanding of Outside Plant and Fiber to the Home
- Strong customer service skills
- Working knowledge of the MS Office Suite
- High school diploma or equivalent required
- Bachelor of Science degree or equivalent technical supervisory experience desired
- Five or more years of experience in progressively responsible positions
- Strong problem-solving skills in troubleshooting outside plant infrastructure
- Experience with GIS mapping tools and their purpose
- Proven ability to multi-task and plan/organize work to meet deadlines, all with a high degree of accuracy with attention to detail
- Effective and clear communication skills both written and verbally
- Able to work with dynamic and cross-functional teams
- 5+ years of leadership or supervisory experience preferred

Essential Personal Abilities

- **Physical Effort and Dexterity:** This position requires sitting to complete work with a computer using a variety of software applications and telephone calls. 50%+/- of the time will be spent in the field with direct reports potential customers at their business location.
- **Visual Acuity, Hearing and Speaking:** Must be able to communicate clearly for work and safety compliance. The noise level in the work environment may range from moderate to loud. Visual and audio acuity is essential to this position proficiency in using standard office equipment.
- **Environment/Working Conditions:** Normal office conditions, irregular hours will be required. Daily travel is required to support direct reports, customers and network elements

Relationships

Reports to: Plant Operations Manager

Supports or Directs: Technicians, Customer Service, Engineering, Mapping, Contractors and Vendors

Internal: Regularly confers with Luminate employees and other departments within the parent cooperative as needed

External: Maintains great relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of this position

Employee Signature

Date

The above statements are meant to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. In addition, they do not establish a contract for employment and are subject to change at the discretion of the employer.

*29 CFR Part 541 Defining and Delimiting the Exemptions for Executive, Administrative, Professional, Outside Sales and Computer Employees.