



# *Outside Plant Supervisor*

Department: Engineering

FLSA Status: Exempt

Reports To: Chief Operating Officer (COO)

Job Status: Full Time

Supervises: TST - Splicer

## **POSITION SUMMARY**

Engineers, plans, and oversees the construction of new facilities and the maintenance of existing facilities to obtain the optimum and economical utilization of NDTC's outside plant.

## **ESSENTIAL FUNCTIONS**

### **Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### **Essential Duties and Responsibilities**

- Supervises engineering/construction activities including the design, staking, right-of-way, mapping, and cutover of projects.
- Oversees the maintenance of existing facilities to maximize investments and meet customer needs.
- Works closely with the selection or activity of outside contractors and engineering services.
- Assists maintenance personnel in testing and rehab of existing facilities to extend the life of the facility and minimize capital expenditures.
- Directs TSTs on splicing activities for routine/specific work orders ensuring facility availability upon demand.
- Helps to resolve conflicts with customers in billing of damage to company property, or damage to any customer's property, takes customer complaints on service interruptions and other plant issues.
- Oversees Outside Plant materials to ensure proper inventory is maintained, costs are managed and to evaluate new outside plant products as they become available.
- Provides the appropriate data for the annual and operational budget for the department and reports it to management.
- Assists in the development and implementation of Company goals and objectives.
- Oversees staking, mapping and GIS activity to ensure accurate and updated maps.
- Perform Supervisor on-call duty as assigned.
- Attends Staff meeting to gain knowledge of operations affecting the department.
- Performs other duties and responsibilities as required to fulfill job function or as assigned by COO or 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.

## **SUPERVISORY RESPONSIBILITIES**

Supervises TSTs in the engineering department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; providing support, feedback and leadership; rewarding and disciplining employees, addressing complaints and resolving problems.

## **POSITION QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of telecommunications industry, technology, and equipment.
- Knowledge of company products and services.
- Knowledge of policies and procedures including safety and cybersecurity policies.
- Skills in troubleshooting and analyzing data.

- Skills in reading, analyzing, and interpreting documents such as general business periodicals, professional journals, technical procedures and procedure manuals, governmental regulations, operating and maintenance instructions, safety rules, etc.
- Skills in effective oral and written communication.
- Ability to operate various office equipment such as a personal computer, calculator, copier, fax, telephone systems, etc.
- Demonstrates dependability through good attendance and adherence to timelines and schedules/policies.
- Ability to work independently.
- Ability to organize and prioritize multiple work projects.
- Ability to pay close attention to detail.
- Ability to interpret an extensive variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to speak and communicate with customers, employees, and various business contacts in an effective, professional, positive, and courteous manner to maintain good internal and external customer relations.
- Ability to effectively present information and respond to questions from groups of employees, customers, and the general public.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to delegate work, create a team environment, resolve conflicts while providing a positive work environment.
- Ability to calculate figures and amounts such as discounts, interest, profits, proportions, percentages, area circumference, and volume.
- Ability to define problems, collect data establish facts, and draw valid conclusions.
- Ability to identify/resolve problems in a timely manner, making sound decisions using information at hand.
- Ability to lead, coach, and motivate employees to achieve top levels of performance and meet or exceed overall goals and objectives.
- Ability to work long hours if needed to fulfill job responsibilities.
- Ability to accept responsibility for decisions, conduct, and actions.
- Ability to project a positive attitude and adapt to a rapidly changing environment.
- Ability to work long hours and travel overnight as required for meetings, conferences and/or training.

#### **EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A.) from four-year college or university, or one to two years related experience and/or training, or equivalent combination of education and experience.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Maintain a valid driver's license and be insurable under the Company's insurance policy.

#### **PHYSICAL DEMANDS / WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; talk; hear; see; and sit (or stand). The employee frequently is required to walk and occasionally required to reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

The employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, outside weather conditions, and risk of electrical shock. The noise level in the office work environment is usually moderate. Eye strain may be a factor with considerable work on a computer.

## RELIABILITY

There for you

Be the company everyone can trust and count on.

## INTEGRITY

Doing what's right

Be honest and committed to upholding a high standard of moral and ethical principles.

## SERVICE

Providing for you

Be on the leading edge of technology while exceeding customer expectations and giving back to our communities.

# CORE VALUES

## GROWTH

Always Evolving

Be continually improving our network and skill set to meet the future needs of our customers.

## ACCOUNTABILITY

Own it

Be responsible for our actions, acknowledge the good and the bad, correct our mistakes and build on successes.

## COMMUNICATION

Open Exchange

Be receptive to all views, inform and educate to ensure the company aligns with the needs and expectations of those we serve.