



# *Installation & Repair Supervisor (I&R)*

Department: Installation & Repair

FLSA Status: Exempt

Reports To: Chief Operating Officer (COO)

Job Status: Full Time

Supervises: Telephone Service Technicians and Installation and  
Repair Specialist

## **POSITION SUMMARY**

Directs and coordinates customer service activities of the telephone service technicians related to the install, repair, assignment, and testing communications items sold, leased, or rented with service contract or warranty by performing the following duties.

## **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 activities of installer/repairers and combination technicians to ensure appropriate installation, repair, maintenance and testing of communications equipment.
- Reviews customer requests for service to ascertain cause of trouble, type of malfunction, and determine action required.
- Provide technical support to telephone service technicians.
- Reviews employee timesheets, checks quality of work, answers questions, and handles personnel issues.
- Ensures technicians are adequately trained. Reviews employee skill sets and identifies training needs.
- Determines staff hours, number of personnel, and parts and equipment required for service call.
- Prepares service order schedules and work assignments to ensure prompt response to customer trouble reports.
- Monitors service order activity and modifies schedules based upon workload demands and work units available.
- Execute the planning, project management, and vendor coordination of projects ensure growth for NDTC services.
- Maintains related records and prepares various reports as needed.
- Monitors inventory and requisitions replacement parts and supplies.
- Supports service personnel to educate and give directions regarding services or installation activities.
- Analyze trouble patterns and installation of services to determine requirements for future operational changes to improve upon service results. This analysis may reflect manpower, equipment, or procedural modifications needed to enhance service results.
- Attend Staff meetings gain knowledge of the operations affecting the department.
- Performs all other related duties 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**

Directly supervises TST employees and Installation and Repair Specialist. 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, 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 telephone installation and repair.
- Knowledge of telecommunications plant equipment operations and maintenance.
- Knowledge of basic electronics, specifications sheets, and circuit diagrams.
- Knowledge of local exchange distribution network facilities.
- Knowledge of company products and services.

- Knowledge of company policies and procedures including safety and cybersecurity policies.
- Demonstrates dependability through good attendance and adherence to timelines and schedules/policies.
- Skill in operating service equipment including various hand tools and testing equipment.
- Ability to read and interpret documents such as maps, staking sheets, and operating and maintenance instruction manuals.
- Ability to pay close attention to detail.
- Ability to evaluate, test and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner to maintain good internal and external customer relations.
- Ability to project a positive attitude and adapt to a rapidly changing environment.
- Ability to accept responsibility for decisions, conduct, and actions.
- 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 create a team environment and sustain employee morale.
- Ability to work long hours and travel overnight as required for training, meetings, and conferences.

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

Bachelor's degree (B.A.) from four-year college or university; or two to four years of installation and repair experience; or an equivalent combination of education and experience. Previous supervisory experience preferred.

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

Valid Driver's License and maintaining insurability under the Company's insurance plan is required

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

The physical demands 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 frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

The noise level in the work environment is usually quiet. Lighting and temperature are adequate. Eye strain may be a factor with considerable work on a computer.

### **UNDERSTANDING AND AGREEMENT**

As Installation & Repair Supervisor, I understand and agree to perform my job as best I can. I realize this written position description is designed to give me a summary of major duties and responsibilities of my position. I may be asked to perform other position-related tasks that may not be specifically mentioned in this description. Furthermore, I understand that my position description is to be used as a guide for conduct in employment setting and is not a contract or offer of a contract of employment terms and are subject to change at the discretion of the employer.

By signing below, I am indicating that I have read the essential requirements and responsibilities for this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## 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.