



Glenwood Telephone Membership Corporation
Enhanced Services Supervisor
POSITION DESCRIPTION

In keeping with our mission for providing high quality, reliable service this position supports the company's mission statement by providing quick response and quality service.

Position Title: Enhanced Services Supervisor

Division: Glenwood Telephone Membership Corporation

Department: Outside Plant

Status: Full-time/Exempt

Supervisor Title: Director of Operations
(assigns work, gives direction and answers questions)

Evaluators: Director of Operations
(Evaluates work of employee)

In-put: General Manager
Management Team
Enhanced Service Technicians
Customer

Direct Reports: Enhanced Service Technicians

ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 40% Supervises departmental employees for the purpose of ensuring that high quality work is performed in a timely manner. Tasks may include training, coaching, delegating work, monitoring job performance and adherence to safety policies, disciplining, conducting performance appraisals, scheduling, etc. Spot checks the work of employees to ensure quality of work and to find training opportunities. Monitored by the Director of Operations through periodic meetings and by consideration of feedback from direct reports.
2. 15% Maintains the exchanges for the purpose of ensuring facilities are upgraded and state of the art. Tasks may include helping to build new cable routes, adding cable pair counts for DLC sites, and planning routes for fiber rings. Monitored by the Director of Operations by reviewing plans and progress toward achieving them.
3. 10% Prepares appropriate documentation for the purpose of providing accurate plant records and billing data. Tasks may include recording work performed, maintaining logs, preparing trouble tickets, maintaining time sheets, and vehicle records. Monitored by the Director of Operations by reviewing records.
4. 10% Repairs troubles found on the trouble report for the purpose of restoring or providing service to customers. Tasks may include receiving the reports, traveling to the site of the trouble in a timely manner, assessing the problem using the appropriate equipment, taking the corrective action, interacting with the customer in an appropriate manner, cleaning up the work area and leaving it neat, recording the work performed on the appropriate company paperwork, etc. Monitored by the Director of Operations on an ongoing basis by reviewing trouble reports and by consideration of feedback from customers.
5. 5% Performs installations for the purpose of connecting services for new or existing customers. Tasks may include installing and terminating wiring and other plant related items, doing moves, adds, or changes, installing fiber/wireless Internet, interacting with Central Office equipment and peripherals, interacting with the customer, cleaning the work area after completion, completing the necessary company paperwork, etc. Monitored by the Director of Operations by reviewing service orders, periodic field work reviews, and by consideration of feedback from customers.
6. 5% Locates cables for the purpose of ensuring construction can occur without disrupting service to customers. Tasks may include operating the cable locator, reading staking sheets, flagging or painting locations, attending construction meetings, working with contractors, tracking buried cable, etc. Monitored by the Director of Operations by reviewing service orders daily, periodic fieldwork appraisals, and by consideration of feedback from customers.

7. 5% Maintains the truck and its inventory for the purpose of ensuring the truck continuously operates in good condition with sufficient inventory to provide timely service to the customer. Tasks may include performing preventative maintenance checks, completing some of the preventative maintenance items, reporting and arranging for other maintenance or repairs to be made, maintaining a record of maintenance performed, reviewing the stock on the truck, adding or subtracting stock as appropriate, maintaining appropriate inventory records, etc. Maintains and operates construction equipment and ensures that it is in good working order either by being the operator or over seeing the work force to manage equipment's serviceability. Monitored by the Director of Operations during periodic reviews of inventory and maintenance records and personal inspections of the vehicles.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

**Required to report to work on time and when scheduled.*

RESPONSIBILITIES:

This position requires the ability to participate as a member of a team, complete tasks as a team, and engage in problem solving activities as a team leader. Also, must relate well with others since information has to be obtained on occasion from others, informal training provided, performance feedback given, and performance evaluations conducted. Contact at all levels of the organization, internally and externally including with customers, occurs, requiring negotiation persuasion, and diplomacy. Participating in strategic planning involves providing input to the process and content at least annually.

LATITUDE:

Most duties are self-determined, planned, and arranged by the performer. Problem solving is accomplished independently by the performer most of the time and requires extensive industry or technical knowledge. Most decisions in accomplishing tasks not effecting other departments are made independently in accordance with company policy. Purchase decisions involving financial commitments up to \$2000 can be made while purchases over this amount must receive prior approval of the Director of Operations. Input is also expected to be given in hiring, promotion, transfer, and salary decisions. Additionally, input may be necessary on some decisions made in areas effecting monetary risks or company commitments such as write-offs and contractual commitments.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction. While most errors are usually easily detected, some could result in company liability, increased operating costs, loss of customers, and substantial monetary impact.

CUSTOMER SERVICE/INTERACTION:

Daily phone and face-to-face interaction with customers and vendors to complete job tasks.
Daily phone and face-to-face interaction with employees throughout the company to exchange information and complete job tasks.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

Bachelor's degree in communication, electronics, or management; preferred. Associates degree in telephony or similar, or equivalent experience required.
High school diploma, required.

SKILLS:

Technical
Administrative
Human relations
Conceptual
Supervisory
Decision making
Problem solving
Written communication
Oral communication
Phone
Math
Computer

EXPERIENCE:

Three to five years in supervisory, required.
One to three years in outside plant construction, required.
Three to five years field experience, required.

LICENSE:

Valid NE driver's license and a good driving record, required.
Valid NE commercial driver's license and a good driving record, required.

EQUIPMENT:

Computer, phone, general office equipment, small hand and power tools, testing equipment, trenching equipment, construction equipment, and trucks.

PHYSICAL

Occasional bending, carrying, squatting, twisting, and lifting up to 40 pounds independently, required.
Frequent visualizing of the computer screen, required.

TRAINING:

Specific training within the company must be successfully completed.
Ongoing training as required by the company.

WORK CONDITIONS:

Office environment 50%
Field environment in all types of weather 50%

OTHER:

Occasional overnight travel, required Frequent road travel, required. Occasional travel by air, required. Frequent flexible hours, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: