



## **Outside Plant Manager – Stealth Broadband, LLC**

The OSP Manager is responsible for managing all outside field operations in the assigned geographic area ensuring the efficient and timely completion of customer fulfillment requests for premise installation and repair. This position includes responsibility for assisting senior management in the development of qualified OSP staff with a major emphasis on helping to lead and grow our operations in Nebraska. This position reports to Norfolk, Nebraska with travel across Northeast Nebraska.

### **Responsibilities:**

- Manage Stealth Broadband Technicians whose work includes installation, repair, maintenance, and emergency operations of residential and business customers.
- Manage Turnkey Telecom Construction crew whose work includes placing duct and cable both underground and in aerial applications.
- Manage Turnkey Telecom Locators and Field Engineers based out of the Norfolk and Columbus offices whose work includes responding to 811 locating requests as well as field engineering and site surveys for Stealth Broadband construction projects
- Quality control for Broadband technicians and Construction crew
- Develop and maintain standards for installation of fiber optic and wireless Internet services
- Hold regular safety meetings for Broadband Technicians, Construction Crew and Locators
- Responsible for maintaining proper inventory of fiber optic construction materials, installation materials and customer premise equipment
- Responsible for tracking maintenance on all vehicles, trailers, tools, and equipment used by Broadband Technicians, Construction crew and locators
- Work with project management team to schedule technicians as needed
- Lead the company by example with exemplary customer service
- Handle all customer service issues including customer complaints
- Represent Stealth Broadband at preconstruction meetings and other meetings as required
- Be a backup for technicians when they are on PTO or assigned to other locations
- Maintain on-call schedule for Broadband Technicians
- Work with Marketing and Network Operations departments to ensure proper technician coverage for new product / project launches
- Develops and maintains procedures for efficient scalable growth and streamlining operations by analyzing and implementing improvements to plant, practices, staff, and equipment as needed
- Manages new service projects and changes in existing services in parallel with Project Management team
- Monitors workload of direct reports to ensure work is processed in a timely manner



- Organizes, coordinates and delegates projects to staff
- Able to respond to requests from other departments and/or senior management for assistance in completing special projects.
- Motivates team for continuous improvement and achievement of maximum performance including a major emphasis on development of employees with regards to new processes, quality standards, customer contact, safety, expenses control, and technical skills through frequent meetings and communications.
- Responsible for annual staff reviews and personnel issues
- Identify individual training and development plans for direct reports
- Approve time off requests for direct reports
- Performs all other related duties as assigned by senior management

**Required Qualifications:**

- High-school diploma or equivalent
- 2-5 years' experience as a Broadband Technician or equivalent position
- 2-5 years' experience with underground construction
- Proven working experience with a focus on customer service
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Strong working knowledge of Microsoft Office
- Valid US driver's license

**Preferred Qualifications:**

- Associates degree in related field
- Prior management experience

**Additional Information**

- Company vehicle provided and travel expenses paid
- Benefits including Health & Dental / 401K / PTO