



## **Job Description:                   Field Operations Manager**

The Field Operations Manager will supervise and coordinate MTC's Outside Plant, Service Technician, Dispatch, and Engineering departments. The Field Operations Manager will implement a management program to promote operational efficiencies, establish technical proficiency, provide project oversight, ensure safety compliance, and promote an overall superior customer service experience.

The Field Operations Manager ensures that all aspects of MTC Operations are conducted in a manner consistent with regulatory, industry, and company requirements / best practices.

The Field Operations Manager is a member of the company Management Team and will interact with MTC's Technical, Customer Service, and General Management on a daily basis. The Field Operations Manager reports directly to the General Manager.

Responsibilities and duties include but are not limited to:

- Manage, direct, and evaluate Technical Support, Mapping, Dispatch, Warehouse, Outside Plant Supervisory Personnel.
- Coordinate and prioritize daily work assignments with department Supervisory Staff.
- Interact with Customer Service Department to ensure efficient work scheduling.
- Manage and coordinate construction and network related projects using industry best practices including the Project Management Body of Knowledge.
- Coordinate outage restoration and documentation.
- Ensure documentation, training, and compliance with all units processes by utilizing checklists, audits, ride-alongs, etc.
- Proactive management with focus on continuous process improvement. Bring ideas and initiatives to the Management Team / General Manger.
- Project planning, budgeting, evaluation, implementation, and oversight.
- Quality Control and Customer Service Support.
- Facilitate technical training to ensure all staff have appropriate training / certifications.
- Implementation and oversight of preventative maintenance programs.
- Company Liaison for interaction with Utilities, Municipalities, Regulatory and other.
- Verify compliance with MTC policy and procedures.
- Coordinate and monitor MTC's Safety Program

Requirements Include:

- Physically able to perform the above mentioned duties.
- Carry and set-up a 28ft -60lb ladder.
- Proficient with communication skillsets.
- Project good customer service qualities
- Positive working attitude
- Proficient computer skills (Word, Excel, business correspondence)
- Experience in project and people management.

- Maintain a valid driver's license which meets the MTC insurance requirements.
- Comply with the Drug Free Workforce Act.
- Evening and Weekend "On-Call" Requirements for outage coordination
- Weekend and evening work schedule may be required.
- Ensure compliance with all relevant policies and procedures including but not limited to:
  - MTC Employee Handbook
  - Compliance with Drug Free Workforce
  - All relevant Federal, State, Local, and Industry labor, safety, and regulatory requirements.