



Position Title: Chief Operations Officer (COO)

FLSA: Exempt

Reports to: GM/CEO

Direct Reports: Yes

General Summary:

The Chief Operations Officer (COO) is responsible for overseeing the day-to-day operations of Outside Plant, Engineering, Construction, Network Services, Buildings, Grounds, Vehicle Fleet and Safety either directly or through subordinate supervisors to ensure smooth function and efficiency. May serve as acting General Manager in the absence of the General Manager.

Essential Job Functions:

- Developing and implementing operational strategies to meet business goals and objectives.
- Managing and optimizing the company's outside plant and network infrastructure to ensure reliable and high-quality service delivery.
- Leading and supervising cross-functional teams to drive collaboration, innovation and professional conduct.
- Monitoring key performance indicators (KPIs) to assess operational performance and identify areas for improvement.
- Ensuring compliance with industry regulations and standards including, but not limited to, maintaining CPR's, closing work orders and general data collection for industry reporting requirements.
- Preparing and managing budgets and resources effectively to achieve financial targets.
- Responsible for vehicle, machinery and equipment acquisition and maintenance, in accordance with board policy and direction from CEO.
- Building and maintaining relationships with key stakeholders, including customers, partners, and regulatory bodies.
- Keeping abreast of industry trends and technological advancements to drive business growth and innovation.
- Participates in policy development and interprets and administers programs according to policies and procedures.
- Directly supervises Plant Administrative Assistant.
- Performs special projects or other duties as requested by General Manager.

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 10% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of telecommunications industry.
- Knowledge of telecom operations, technology, and equipment.
- Knowledge of regulatory environment and the business impact of proposed and adopted regulatory changes.
- Knowledge of RUS practices and procedures as they pertain to qualified loan design and implementation.
- Knowledge of management and finance principles and practices.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Skill in operating various office equipment such as personal computer, various software programs, and telephone systems.
- Skill in oral and written communication.
- Skill in reading and understanding financial reports, industry regulations, and proposed legislation.
- Ability to read, analyze, and interpret common technical journals, financial reports and legal documents.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree in electronics, engineering or related field PLUS five to seven years of management experience in telecom, engineering, plant or network operations.

Licenses:

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

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.