

JOB DESCRIPTION AND REQUIREMENTS

MANAGER OF BROADBAND

07/25/2023

POSITION SUMMARY

The Manager of Broadband will be responsible for overseeing and managing all aspects of the OCEC broadband division's operations, ensuring the delivery of high-quality fiber and internet services to members. This role requires a strong combination of strategic thinking, leadership, and technical expertise. The Manager of Broadband will report directly to the General Manager and work closely with the Senior Management Team to develop and execute business strategies that drive growth, improve customer satisfaction, and deliver reliable and low-cost service.

The Manager of Broadband is an exempt, full time position with annual salary depending on experience. The annual salary range is \$120,000 - \$150,000.

ESSENTIAL FUNCTIONS of POSITION

1. Reports and Communication:
 - a. Provide monthly reports, both in writing and in person, to the board of directors during their monthly meetings.
 - b. Keep the General Manager informed of the division's performance, challenges, and opportunities.
2. Employee Management:
 - a. Lead a diverse team of professionals, providing guidance, coaching, and mentorship.
 - b. Foster a collaborative and inclusive work environment that encourages employee growth and development.
 - c. Set performance goals, conduct performance evaluations, and address employee performance issues as needed.
 - d. Collaborate to coordinate the involvement of electric division employees in external broadband projects.
 - e. Work with the Manager of Finance and Administration to coordinate the engagement of electric employees in internal broadband projects.
3. Budgeting and Financial Management:
 - a. Develop and present the operating and capital budgets for broadband division to the General Manager for approval.
 - b. Set margin targets and goals for broadband division to achieve.
 - c. Evaluate, implement, and market new product offerings to enhance OCEC's services.
 - d. Seek approval for product pricing and service levels, ensuring competitiveness in the market.
4. Strategic Planning:
 - a. Develop strategies to maintain and enhance OCEC's competitiveness in the fiber/internet industry.
 - b. Evaluate and seek opportunities for collaboration with surrounding providers on statewide projects that affect OCEC.
 - c. Foster positive relationships with key accounts to strengthen customer partnerships.

5. Project Management and Compliance:
 - a. Write grant requests to secure funding as opportunities arise.
 - b. Ensure proper conduit placement during new construction projects.
 - c. Ensure compliance with all rules, regulations, and laws governing the fiber/internet industry.
6. Networking and Representation:
 - a. Attend community events to represent OCEC positively and promote its services.
 - b. Attend statewide telecom meetings and events as a representative of OCEC.
 - c. Collaborate with regional providers and other entities for multi-carrier circuits.
7. Continuous Improvement:
 - a. Stay updated on industry trends and technologies, incorporating them into OCEC's operations as appropriate.
 - b. Identify and evaluate opportunities for improvement in OCEC's network products and reliability.
8. Customer Satisfaction:
 - a. Ensure the delivery of exceptional customer service, meeting, or exceeding customer expectations.
 - b. Monitor customer feedback and implement strategies to improve customer satisfaction.
 - c. Implement and maintain quality assurance processes to uphold service standards.
9. Other Duties:
 - a. Perform other duties as assigned or as necessary to support the successful operation of OCEC.

JOB REQUIREMENTS

- Bachelor's degree in a relevant field (e.g., Telecommunications, Engineering, Business Administration, or a related discipline). Advanced degree preferred. Combination of training and experience in relevant field may be accepted in place of degree.
- Proven experience (5+ years) in a senior management role within the telecommunications or internet industry.
- Strong understanding of fiber optics and internet technologies, construction of infrastructure, and industry best practices.
- Demonstrated track record of successfully leading teams and driving operational excellence.
- Excellent strategic thinking and problem-solving skills, with the ability to analyze complex situations and make sound decisions.
- Strong financial acumen, with experience in budgeting, forecasting, and financial analysis.
- Exceptional communication and interpersonal skills, with the ability to effectively collaborate with internal and external stakeholders.
- Results-oriented mindset, with a focus on achieving measurable outcomes.
- Strong leadership presence and the ability to inspire and motivate teams.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of peers, members, and the general public.

PHYSICAL DEMANDS

Primarily works in a climate-controlled office environment with minimal physical exertion. Job requires sitting, standing, walking, bending, and reaching. Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Occasional lifting of generally 50 pounds or less. Requires good finger dexterity, repetitive motions with hands and fingers. Requires ability to perform close work, have good vision and hearing.

At certain times this position may require that an employee regularly, walk, stand, bend, crouch, kneel, stoop, operate other tools, operate power equipment, and drive a company truck. Work may be performed in adverse weather conditions.

Okanogan County Energy Inc is a drug-free work place. Drug/Alcohol testing required. (See fitness for Duty Policy No. 40-050)

I have read and understand the above duties and requirements and understand that this job description is not designed to provide a comprehensive or exhaustive list of all activities or duties that may be required by the position. I have been given a copy of the employee policies and have been informed and agree to the wages as set by the Corporation. I understand that my employment is at-will and nothing in this job description constitutes a promise of continued employment or specific treatment.

Signed: _____ Date: _____