



Position Title: Maintenance Supervisor

Reports to: Technical Operations Manager

Pay Grade: 11

Position Summary: Our Maintenance Supervisor is responsible for directing the work and training activities of our Maintenance Technician personnel. Leads an efficient and effective plant maintenance operation that meets or exceeds customer service and retention standards, quality, and plant reliability goals. Implements, maintains and enhances work systems to exceed department performance benchmarks. Using a team based approach, develop and promote a customer-driven service culture.

Leadership Deliverables:

Aligns Objectives with Company Strategy: Links functional unit strategy and objectives with company and department strategy. Continually ensures work is aligned with key priorities. Communicates and builds energy around company and functional unit objectives.

Sets Expectations: Clearly defines and communicates functional unit and individual goals and responsibilities. Establishes and communicates the methods for assessing and measuring functional unit and individual performance. Maintains high standard of expectation for outcomes produced.

Builds a Talented and Flexible Team: Defines talent needs. Retains top talent. Uses open positions to build team strength. Aligns associate talents with work objectives. Enables performance with appropriate coaching, tools, and information. Promotes associate input and on-going development. Promotes diversity and understanding of others.

Actively Manages All Performance: Enables performers to achieve objectives through coaching, feedback and appropriate reinforcement. Provides consistent, timely and honest performance feedback. Provides rewards, recognition and praise for good work. Proactively manages low performance.

Essential Duties and Responsibilities:

- Develop 'Preventative Maintenance' department procedures/goals; Monitor and control workflow to ensure department operates efficiently and meets prescribed system reliability and project management goals
- Ensure compliance to FCC rules regarding: CLI emissions and Proof of Performance. Coordinate annual CLI flyover and prepare the proper filings for approval.
- Interview and assist in the recruitment, hiring, monitoring, evaluating and counseling of assigned personnel
- Provide training to technicians through use of procedures manual, coaching, mentoring, certifications, and on-the-job training. Routinely update procedures manual to reflect new requirements of BendBroadband.
- Ensure that the work of department meets requirements and metrics relative to established industry and BendBroadband practices
- Responsible for tracking tool assignments and maintenance; Maintain systems and processes that verify company property is properly utilized, maintained and secured
- Resolve service related complaints, regarding quality of service and employee conduct by ensuring customer satisfaction on the resolution of the complaint. Uphold Company leadership philosophy to treat associates in a fair manner in the scope of resolving the complaints.

- Lead outage and planned maintenance activities utilizing Company escalation and change management procedures
- Participate in Supervisor standby duties on a periodic basis
- Set the tone and example while completing work in a safe manner to include pole climbing with proper equipment (safety belt, safety strap, and climbers), safe use of ladders and bucket trucks, utilizing proper technique while lifting and carrying heavy objects, and use of appropriate PPE such as knee pads while conducting work within limited confines, such as crawl spaces and attics. Utilize the experience of the team and other resources to conduct monthly safety training or discussions.
- Other functions that may be assigned

Preferred Prerequisites:

- Must be ethical with solid value system demonstrated by decisions and actions; Shares the values and ethics of the Company
- Five or more years of progressively complex related experience; Leadership experience preferred, ability to meet Company's Leadership Deliverables a must
- Prior CATV with construction and plant maintenance experience preferred, including hands-on experience with, fiber transmission / receiving equipment, and HFC Telephony equipment preferred
- Intermediate to advanced knowledge and understanding of computers preferred (PC and/or MacIntosh), including DOS, Internet, IE4.0, Excel, Word, and E-mail software
- Knowledge of NESC, NEC, OSHA and related state and local codes
- Strong interpersonal skills, advanced verbal and written communications skills a must
- Strong organizational skills. Ability to think critically under pressure situations.
- Ability to obtain or currently have three of the listed certifications:
 - SCTE BDS Certification;
 - NCTI Service Tech Course;
 - NCTI System Tech
 - NCTI Fiber Install and Activation
 - NCTI Fiber Testing and Maintenance
 - NCTI Advanced Tech Certification
 - NCTI Return Path
- Bachelor's Degree or equivalent work and education experience
- Valid driver's license with satisfactory driving record required to drive company assigned vehicles
- Successful criminal background check and drug screening required of new hires

Physical Requirements:

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Operates vehicles in company's fleet on a daily basis
- Frequently lift and carry 70 pounds
- Frequently bend, squat, crawl, and reach above shoulder level
- Frequently climb poles with proper equipment (safety belt, safety strap, and climbers), ladders or other structures as needed
- Occasional use of bucket truck when required
- Work is occasionally conducted within limited confines, such as crawl spaces and attics