

DICKSON ELECTRIC SYSTEM

Job Description and Specifications

JOB TITLE: Director of Broadband Operations

DEPARTMENT: Broadband

REPORTS TO: General Manager

FLSA STATUS: Exempt

PREPARED DATE: February 2021

PURPOSE:

The Director of Broadband Operations has responsibility for the direction and operation of the broadband division. Determines objectives and established operating procedures to create and maintain financial soundness and profitability while ensuring optimum service to customers.

ESSENTIAL FUNCTIONS:

- Is accountable for the daily operations and activities of the broadband division. Directs personnel as assigned ensuring that all duties, responsibilities and commitments are accomplished in accordance with developed standards.
- Prepares annual budget. Monitors and controls expenditures in division.
- Researches new and emerging technologies to further the goals of the division. Evaluates new business and expansion opportunities and recommends new services to the general manager.
- Plans, directs, and oversees all operational lines of broadband business.
- Serve as primary contact in the generation of RFPs, bids, awarding contracts, agreements, and other major vendor interactions.
- Work with other departments to assist with marketing and sales of product.
- Evaluates the effectiveness and the accomplishments of overall functions and objectives of the division with the goal of maximizing the efficiency.
- Implements and operates the division within the financial projections and budget.
- Reviews the accomplishments of the division and prepares reports/presentation for general manager and board members on the activities of the division.
- Establishes and implements goals and objectives within guidelines established by the general manager.
- Provide guidance and leadership to subordinate members of the team
- Represents the division with regulatory agencies, legislative bodies, and industry associations.

- Ensures operations comply with applicable federal, state, and local regulations.
- Performs other duties as assigned.

EDUCATION and/or EXPERIENCE:

Bachelor’s Degree in business administration, information technology, engineering or a related field with five to ten years of senior level experience in management of telecommunications or related industry. Or any equivalent combination of education and experience sufficient to successfully perform the essential duties.

LICENSE AND CERTIFICATIONS:

- Must possess at the time of employment a valid Class D Driver License allowing legal operation of a motor vehicle in Tennessee. Maintaining of the Class D or equivalent license is a continuing condition of employment.
- Must maintain at the time of employment or obtain at a time designated by DES, a valid certification of proficiency in adult CPR, first aid, and AED.

SPECIAL SKILLS, AND ABILITIES:

- Must be able to manage multiple activities, work independently and assume responsibility.
- Have knowledge of or be able to learn OSHA regulations.
- Proficient in MS Word, Excel and Outlook
- Must be self- motivated and be able to work alone when required.
- Ability to effectively communicate with customers, other employees of DES and the general public in a professional businesslike manner.
- Must have calm demeanor and the highest degree of integrity, honesty, pleasant disposition, dependability and tact, and must treat all DES employees with dignity and respect.
- Must be able to maintain composure during difficult situations and be able to discuss and resolve issues and maintain open communications to achieve DES goals and objectives.
- Must believe in, be sympathetic with, be interested in furthering the public understanding and acceptance of the utility’s objective and be customer service oriented at all times.
- Must be willing to work with all employees in the best interest of the utility and to accept changes in work programs and patterns to keep pace with changing times.

PHYSICAL REQUIREMENTS:

- Able to work 8 hour shifts or longer if emergency situations require.
- Must be able to work under any type of weather conditions.
- Must be skilled in the application of first aid methods.
- Must be able to follow safe and efficient work practices.
- Must possess visual acuity and manual dexterity as well as the ability to listen and communicate orally.

WORKING CONDITIONS:

- Indoor & Outdoor working position, requiring incumbents to travel from office to worksite via company vehicle.
- Requires constant indoor and outdoor work with potential for extreme outdoor temperatures.
- Potential to work outside normal working hours on occasion.

STATEMENT ON POSITION:

This job description and specification is to give the applicant a reasonable expectation of the requirements and responsibilities of the job. It in no way infers that the person will be limited only to the requirements stated. Anything deemed necessary by Management will become an integral part of the job. The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on business needs of the department.