



**Field Supervisor, Outside Plant Customer Service
Execulink Telecom
Burgessville, ON**

Execulink is searching for a customer-focused, full-time Field Supervisor for our team in Burgessville!

About this Opportunity

As a Field Supervisor, you will be reporting to the Outside Plant Operations Manager while actively participating in and overseeing the day to day operations of an assigned team of Outside Plant Customer Service Technicians. You will be working with the other Field Supervisors to help with projects that may lead to technicians being utilized in other areas to benefit the success of Execulink and our customers. This challenging position will provide you with a competitive salary and benefits as well as an excellent performance based bonus plan.

Position Details

- Permanent full-time, forty (40) hours per week.
- Regular hours 8:00 a.m. - 4:30 p.m., weekdays, and weekends when necessary to meet customer service level requirements.
- Must have ability to work flexible hours as demanded by the system, including weekends, early mornings.

Responsibilities include, but are not limited to:

- Supervise and participate in the day to day functioning of an Outside Plant Customer Service Technician Department team while helping to build a progressive brand in our independent telephone, FTTH, and CLEC communities.
- Demonstrate effective leadership by empowering performance, giving constructive one on one coaching, developing and participate in building a team atmosphere through positive interactions
- Be a natural leader and empower others to succeed in their job while creating an environment where people feel valued, can grow, and function well as a team
- Be confident, self-starter, proactive – skilled in taking initiative, assessing requirements, coming up with plans and taking the lead in making plans a reality
- Prepare a list of measurable location objectives to be presented to the management team with an action plan
- Communicate and monitor the progress of location objectives to the entire staff through team meetings and visual displays
- Ensure all procedures within the location are maintained including efficient flow of communications, visits, location information and organizational policies.
- Review and research on a monthly basis the technological tools utilised within the location and make proactive recommendations for improvement and further improvements required for continued excellent in installation practises.
- Prepare and educate team members on policy's and procedures, SOG's.
- Assist the Outside Plant Operations Manager in preparing an annual departmental operating and capex budget by identifying tactical and strategic financial needs
- Monitor monthly expenditures to ensure the approved budget is maintained
- Assist customers, steak holders, contractors, and team members in resolving any issues as identified.
- Brainstorm with team members to identify current and changing process demands and concerns to be relayed to management team as well as internal departments
- Develop agenda and facilitate regular team meetings, which will ensure that all departmental and organizational information is disseminated in a positive and focused manner

- Create an internal training program, which will ensure consistency in team members' skills and implementation procedures.
- Travel to customer premises to conduct surveys for service implementation strategy's
- Supervise and participate in the installation of customer inside cabling and connection to the distribution network.
- Inspect and test cables within the copper and fibre plant.
- Oversee maintenance requests from technicians
- Have a working knowledge of central office equipment
- Operate construction equipment to install, splice, and test telecommunication services
- Locate, analyse, and isolate troubles causing impaired telecommunication service
- Repair, remove or replace faulty equipment used in the distribution of our services
- Approval of time sheets
- Complete QPR's on assigned team members
- Drive individual KPI performance objectives for the team, with a focus on safety

What You Offer

- Experience in copper and Fibre plant is a requirement
- Minimum of five years' experience in the industry
- Excellent leadership skills with proven coaching and mentoring capabilities
- Excellent organizational, prioritization and communication skills, both verbal and written;
- Excellent computer skills using Microsoft Office Suite as well as mapping software
- Demonstrated experience in project management
- A proven ability to work under pressure, deal with multiple deadlines and effectively handle stressful situations
- Must have strong interpersonal skills and the ability to interact positively with a broad spectrum of our community
- Must have a strong work ethic with the ability to work independently and be self-motivated
- Must be able to handle the physical aspects of the job which may include climbing, lifting and carrying as well as various weather conditions
- Must be mechanically inclined and proficient with a variety of hand tools
- Must have good eyesight and not be colour blind
- Must have a valid G license with a clean driving record

What We Offer

- Full benefits package including medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans!
- A rewarding, challenging, and fun place to work, and all of the benefits that go along with it!

How to Apply

In your cover letter tell us why you think you would excel as a member of our team!

If interested, submit your cover letter and resume in confidence to work@execulinktelecom.ca.

Execulink is conducting all interviews through video chat in order to comply with COVID-19 precautionary measures.

About Us

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of



exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.