



**Installation & Repair Supervisor**  
**Full-time, permanent**  
**Burgessville, ON**

***Execulink is searching for a full-time Installation and Repair Supervisor for our team in Burgessville!***

*Are you passionate about leading, coaching and supporting your team to achieve excellence?  
Are you an experienced field technician with demonstrated project management experience?*

**About this Opportunity**

As Installation and Repair Supervisor, reporting to the Manager, Installation & Repair, you will actively participate and oversee the day-to-day operations of an assigned team of Customer Service Technicians. Working closely with other Supervisors, you will assist with special projects, which may utilize Technicians in other departments as necessary for 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.

**How You'll Succeed in this Role**

- Conduct regular 1:1 meetings to develop and support your team members
- Keep teams connected and on task by facilitating regular meetings
- Motivate high-performance results within your teams
- Prepare and deliver quarterly performance reviews in a timely manner
- Ensure team installations are completed to customer's satisfaction with a focus on both quality workmanship and highest safety standards

**When it comes to Benefits, we have you Covered!**

- Competitive base salary
- 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!

**You Want to Support a Company you Believe in**

At Execulink, we *live* our Values. We build up our community by supporting local business and giving back through community donations that matter to you. Check out our [Humans of Execulink](#) Blog to see why our employees love being part of this awesome team:

<https://www.execulink.ca/blog/tag/humans-of-execulink/>

**Duties Include, but are not Limited to**

- Assisting customers, stakeholders, contractors, and team members in resolving any issues as identified
- Travelling to customer premises to conduct surveys for Quality Assurance and the execution of the department's implementation strategy
- Supervising and participating in the day to day functioning of a Customer Service team while helping to build a progressive brand in our independent telephone, FTTH, and CLEC communities
- Demonstrating effective leadership by empowering performance, giving constructive one on one coaching, developing and participate in building a team atmosphere through positive interactions
- Being a natural leader and empowering others to succeed in their job while creating an environment where people feel valued, can grow, and function well as a team
- Preparing and educating team members on policies and procedures, SOGs
- Developing agenda and facilitating regular team meetings, which will ensure that all departmental and organizational information is disseminated in a positive and focused manner
- Creating an internal training program, which will ensure consistency in team members' skills and implementation procedures
- Driving individual KPI performance objectives for the team, with a focus on safety
- Completing quarterly performance reviews for assigned team members
- Approving team timesheets
- Preparing a list of measurable location objectives to be presented to the management team with an action plan
- Communicating and monitoring the progress of location objectives to the entire staff through team meetings and visual displays
- Ensuring all procedures within the location are maintained, including efficient flow of communications, visits, location information and organizational policies.
- Conducting monthly research and review of the technological tools utilised within the location and making proactive recommendations for improvement and further improvements required for continued excellent in installation practises.
- Assisting the Manager, Installation & Repair in preparation of the annual departmental operating and capex budget by identifying tactical and strategic financial needs
- Monitoring monthly expenditures to ensure the approved budget is maintained
- Brainstorming with team members to identify current and changing process demands and concerns to be relayed to management team as well as internal departments
- Supervising and participation in the installation of customer inside cabling and connection to the distribution network
- Inspection and testing of cables within the copper and fibre plant
- Overseeing maintenance requests from technicians
- Operating construction equipment to install, splice, and test telecommunication services
- Locating, analysing, and isolating troubles causing impaired telecommunication service
- Repairing, removing or replacing faulty equipment used in the distribution of our services

**You Offer**

- A minimum of five (5) years related telecom industry experience
- Experience in copper and Fibre plant is required

- A working knowledge of central office equipment
- Excellent leadership skills with proven coaching and mentoring capabilities
- Excellent organizational, prioritization and communication skills, both verbal and written
- Strong computer skills using Microsoft Office Suite as well as mapping software
- Demonstrated experience in project management
- A confident, self-starting, proactive attitude – skilled in taking initiative, assessing requirements, coming up with plans and taking the lead in making plans a reality
- A proven ability to work under pressure, deal with multiple deadlines and effectively handle stressful situations
- Strong interpersonal skills and the ability to interact positively with a broad spectrum of our community
- Proven work ethic with the ability to work independently and be self-motivated
- Ability to handle the physical aspects of the job which may include climbing, lifting and carrying as well as working outdoors in varying weather conditions
- Mechanically inclined and proficient with a variety of hand tools
- Strong eyesight with full spectrum colour vision
- Must have a valid G license, your own reliable vehicle and a clean driving record
- *Execulink requires successful candidates to provide proof of COVID-19 vaccinations as approved for use by Health Canada*

### **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](mailto:work@execulinktelecom.ca) today

### **About Execulink**

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.*