



Installation & Repair Supervisor
Full-time, Permanent
Theftford, ON

A natural born leader who navigates their team with awesome efficiency, and delivers service that's out of this world. You're not just a supervisor, you are...

Commander of Customer Connections

Reporting to the Installation and Repair Manager, you will actively participate in and oversee the day to day operations of an assigned team of Customer Service Technicians whose primary role is installation and repair of our core services. This primarily includes Voice, Data and Video over fibre optics and hybrid fiber (Coax), but may occasionally include wireless solutions.

As an Installation and Repair supervisor, you will work alongside other supervisors to achieve project timelines and align team support for other activities which 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 Fulltime
- Located in our Theftford ON office
- Monday to Friday, 8:00am to 4:30pm
- There is the possibility of some evenings or weekends to participate in leadership, business development and supervisory activities

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

Work for a company that supports what is most important to you

At Execulink, we live our Values. We build up our community by giving back through community donations that matter to you. Check out our [Humans of Execulink](https://www.execulink.ca/blog/tag/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/>

When it comes to benefits, we have you covered!

Our awesome total compensation package includes perks and benefits such as:

- Competitive starting salary
- A culture that supports your growth and needs, with flexible hybrid work options
- Opportunity to grow your compensation through our referral bonus plan
- Matching RRSP contributions to grow your savings
- A Comprehensive benefits plan including medical, dental, drug, and vision coverage
- Discounted Execulink services for your personal use

- Tuition reimbursement
- A Health & Wellness Program, which includes \$300 to be spent on your personal wellness
- Interest free equipment loans to stay current with your personal tech needs

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, Hybrid 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
- Employee Performance Improvement Plan (EPIP) administration where required
- Review, approve and submit timesheets to payroll
- Preparing and educating team members on policies and procedures, SOPs
- Developing agenda and facilitating regular team meetings, which will ensure 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
- Facilitating hiring, onboarding and terminations through interview participation, training and development
- Approving team timesheets
- 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 utilized within the location and making proactive recommendations for improvement and further improvements required for continued excellence in installation practices.
- 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, coax, and fibre plant
- Overseeing maintenance requests from technicians
- Operating construction equipment to install, splice, and test telecommunication services
- Locating, analyzing, 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
- Successful applicants are required to complete clear drivers abstract and criminal background screening

How to Apply

If interested, submit your cover letter and resume in confidence to work@execulinktelecom.ca
In your cover letter, tell us why you think you would excel as a member of our team!

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.