

**Job Title: Vice President of Operations – Commercial Bulk Services**

**Reports to: CEO**

**Location: Coral Springs, FL or Port St. Lucie, FL**

**The Low Down:**

The VP of Bulk Services is responsible for all operational activities of its Internet, TV and Phone bulk services unit in Florida. The key objective of this position is successfully on-boarding commercial bulk customers throughout its territory.

This position is a critical member of the leadership team and requires a dynamic leader with a hands-on approach to management of the onboarding process for its fiber optic based bulk services unit. This position has direct oversight of the construction, onboarding, fulfillment, activation communications for all commercial bulk services customers.

# What your days will look like:

* You provide strategic and daily leadership for the commercial bulk services activation including engineering, construction, installation, customer communication and education that drives financial performance and customer satisfaction.
* You get to train and develop the commercial bulk services operations team, enabling them to close achieve all monthly, quarterly and annual KPI goals.
* You provide specific and ongoing feedback to team members, complete performance evaluations, coaching and discipline as necessary.
* You get to manage relationships with large communities to ensure contract compliance along with on-going customer satisfaction and retention.
* You will review and approve all bulk installation and activation plans to ensure that standards are met and customers are aware of all plans.
* You will be directly involved with the commercial bulks sales team to ensure all projects can be completed in a timely and customer centric basis.
* You create and execute against a strategic plan to ensure long-term customer satisfaction to consistently renew bulk services contracts.
* You will work closely with the leadership of the company to devise ways to ensure customer satisfaction for residents in new and existing bulk communities.
* You must maintain strong relationships with outside consultants, local/regional developers and property managers.
* You get to assist senior management identify key areas of new potential customers for network expansion and buildouts.
* Of course, there may be other responsibilities as assigned.

**What you bring to the table:**

* Three years of operations leadership experience, especially on the installation of in home service or the management of technical support staff.
* Six years of experience in telecom industry in FL preferred.
* Proven track record of driving high levels of customer satisfaction.
* Knowledge of the bulk services market in Florida including a strong relationship with existing consultants advising clients in the market area.
* Excellent time management, negotiation, goal setting, prospecting and interpersonal skills.
* Strong and effective communication skills both orally and written.

Must be able to read, write and speak English, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations; ability to define problems, collect data, analyze data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables; ability to handle confidential material and information; individual must be organized, able to multi-task under pressure.

**Education/Experience**:

Bachelor’s degree (B.S.) and/or a minimum of six years of related experience.

**Computer Skills**:

Microsoft software including Power Point, Internet, e-mail, and database software as required.

**Physical Demands/Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* regularly required to talk and hear
* frequently required to sit, stand, bend at the knees and waist, and walk
* required to use hands to type, handle objects and paperwork
* required to reach and hold on to items at chest level or reach above the shoulder
* required to use close vision and be able to focus

Extensive travel in Florida required. The employee will have meetings with existing and perspective clients and supporting outside sales team members along with being in an indoor office environment; overtime may be required.