

**Job Title: Sr Technical Operations Manager**

**Reports to: Director of Technical Operations**

**Location: Ft Myers, FL**

**The Low Down:**

The **Sr Technical Operations Manager** is responsible for ensuring that every customer enjoys a well-executed installation and receives an exemplary experience from our fulfillment technicians. The Sr. Manager leads a team of internal technicians and installation contract partners whose solve focus is converting the residents of homeowner associations away from their current communications provider to Blue Stream Fiber. The migration process is executed in a seamless and customer centric manner that ensures a high level of customer satisfaction.

**What your days will look like:**

* Manage the installation experience for each home owner association (HOA) starting with the development of a customized and documented installation standard for each HOA, training the team and strict QC monitoring to ensure installation and customer journey compliance.
* Manage teams of employees and contract partners to install residents’ broadband services consistent with company values and standards.
* Monitor KPIs on a per person basis to ensure employees and contractor partners deliver a consistent experience and identify additional training and development needs.
* Establish weekly and monthly manpower schedules to support required installation and service activity requirements. Resource the team to ensure that manpower is available to meet the schedule.
* Develop plans for installation for each property, secure the manpower required and enforce QC standards.
* Create strong lines of open communication and conduct weekly updates with each homeowner association concerning all on-property activity.
* Ensure all escalations are resolved in a timely and customer focused manner.
* Constantly identify and implement improvements in processes and procedures that will elevate the customer experience and profitability of the company.
* Escalate customer service issues directly to the proper employees to ensure immediate and proper resolution.
* Act as the voice of commercial bulk customers concerning improvements to process, product, communications and operations.

**What you bring to the table:**

* 5+ years of management experience as a manager or lead for technical field operations in the telecommunications industry. Specifically, with an emphasis on in-home installation activity.
* Understanding of telecommunications technology and in home installation procedures.
* Prior experience with the development and documentation of installation standards/procedures for the installation of TV, Internet or Phone services.
* Experience managing contractors for installation and service work.
* Experience with quality control processes and procedures.
* An ability to communicate with home owner association boards and property managers.
* Ability to identify and implement solutions to ambiguous problems.
* Collaborative team player with the ability to shift gears quickly and efficiently.
* Excellent time management, negotiation, goal setting, and interpersonal skills.
* Strong and effective communication skills both orally and written.
* Experience with fiber to the home installations preferred

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**:

High School Education or GED.

**Computer Skills**:

Microsoft software including Power Point, Internet, e-mail, and customer CPE management tools 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
* May be required to provide physical labor to help or assist with installation activity

Extensive travel in South West Florida required. The employee generally works on the road meeting with employees, contractors and home owner associations.