

**Job Title: Director of Technical Operations**

**Reports to: Vice President of Operations (On Boarding)**

**Location: Coral Springs, FL**

**The Low Down:**

The **Director of Technical Operations** is responsible for all the installation and service activity for the company. The operations team will primarily install and service customers inside of home owner associations that convert from other telecom providers to Blue Stream Fiber. This person will oversee all three operating areas for the company and will have both strategic and tactical responsibilities. The fundamental goal of this position is to build the team, culture, processes and quality control necessary to ensure a superior in-home installation and service experience.

**What your days will look like:**

* Establish best practices and standards across all parts of installation and service. Create KPIs to measure performance to standards and hold leaders, employees and contractors accountable for performance.
* Develop annual and monthly operational plans for the company to ensure that all projects are completed on time, on budget and with high customer satisfaction ratings.
* Work with Sr Managers to design and develop installation standards for each home owner association project. Then implement the oversight and quality control processes necessary to ensure a high level of customer satisfaction with the installation of new Blue Stream Fiber services.
* Negotiate and manage relationships with contract installation partners. Hold partners accountable for performance and utilize KPIs and QC metrics to identify the best performing contractors.
* Ensure that all team members and contractor employees are fully educated and trained on products, services, procedures and standards. Work with technical trainer to update and modify installation and service training as needed.
* Work alongside of peers in the call center to constantly identify areas for improvement in installation, customer training, service and repair. Compare notes and metrics on a regular basis to ensure that both departments are fully aligned in supporting the customer experience.
* Review and approve weekly and monthly manpower schedules to support required installation and service activity requirements. Help to resource the team to ensure that manpower is available to meet the schedule.
* 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.
* Act as the voice of commercial bulk customers concerning improvements to process, product, communications and operations.

**What you bring to the table:**

* 7+ years of leadership experience with at least 4 as a manager in the telecommunications industry. Specifically, with an emphasis on in-home installation activity.
* Extensive understanding of telecommunications technology and in home installation and troubleshooting procedures.
* Prior experience with the development and documentation of installation standards/procedures for the installation of TV, Internet or Phone services.
* Extensive experience with quality control processes and procedures including the development of processes, protocols and check points to ensure that installation and service work is meeting and exceeding standards.
* Demonstrated ability to hire, train, coach and maintain a team of top performing technicians.
* Experience negotiating and managing relationships with contract installation partners.
* 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 strongly 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

Travel in South Florida required. The employee may spend up to 50% of their time on the road meeting with employees, contractors and home owner associations.