

Great Lakes Energy – Fiber Pilot Job Description
Supervisor, Fiber Service Coordination

Department: ISP Operations
Reports To: VP, Information Technology

Last Updated: 04/24/2018

Classifications:

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input checked="" type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: Home Fiber Technician, Fiber Service Coordinator

Incumbent(s): None

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when required by law, and timely and accurate performance of duties.

Position Summary:

Provide for efficient fiber service installation and integration for customers through coordination of fiber service transactions between service coordinators, home installers and customers, and lend support to other areas of member and customer service as necessary.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency in customer service function, typically attained through a Bachelor's degree in business administration, two or more years of experience in customer service and organization/prioritization of job orders or equivalent experience/education.
- One or more years of supervisory experience.
- Competent knowledge of Cooperative products and services.
- Proficient with Customer Information System (CIS).
- Proficient with Call Mentor Program and initiatives.
- Proficient with position specific equipment.
- Proficient with position specific software and applications.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.

Essential Duties/Responsibilities:

- Manage and develop fiber service coordination and home installation personnel and functions; determine appropriate staff levels.
- Oversee assignment and rescheduling of service appointments between Home Fiber Technicians and customers. Ensure customer satisfaction and that members are provided with appropriate materials; resolve customer concerns that are beyond the capacities of in-home and fiber coordination staff; provide assistance to resolve difficult inquiries or billing issues and facilitate learning.

- Ensure optimal field productivity and customer service through real-time and historical call monitoring.
- Seek to simplify and enhance customer experience and support others' efforts to do so. Collaborate with other departments to ensure effective communication and service and to enhance CIS capabilities.
- Aid in planning and forecasting to ensure appropriate inventory levels for equipment and materials required for service activations; make recommendations regarding optimal staff levels, labor and supplies/services budget and expenditures.
- Assist IT with testing of bill print issues and departmental programming changes.
- Ensure escalated tech support tickets regarding installations are resolved in a timely and satisfactory manner through work with staff and tech support vendor.

Significant Duties/Responsibilities:

- Function as back-up for the Fiber Service Coordinator position as needed

Working Conditions:

- Office environment
- Required to work overtime as directed
- May be required to work weekends or a second shift
- May be required to be on-call at all times of the day and night

Required Skills:

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management: managing one's own time and the time of others.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation: identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

- Equipment Selection: determining the kind of tools and equipment needed to do a job.
- Persuasion: persuading others to change their minds or behavior.
- Negotiation: bringing others together and trying to reconcile differences.
- Management of Personnel Resources: motivating, developing, and directing people as they work, identifying the best people for the job.
- Management of Material Resources: obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Management of Financial Resources: determining how money will be spent to get the work done, and accounting for these expenditures.
- Mathematics: using mathematics to solve problems.

Attributes:

- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Spatial Orientation: able to know one's location in relation to the environment or to know where other objects are in relation to oneself.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Auditory Attention: able to focus on a single source of sound in the presence of other distracting sounds.
- Glare Sensitivity: able to see objects in the presence of glare or bright lighting.
- Hearing Sensitivity: able to detect or tell the differences between sounds that vary in pitch and loudness.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways
- Speed of Closure: able to quickly make sense of, combine, and organize information into meaningful patterns.
- Flexibility of Closure: able to identify or detect a known pattern (a figure, object, word, or sound)
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both

hands to grasp, manipulate, or assemble very small objects.

- Multi-Limb Coordination: able to coordinate two or more limbs (i.e. arms, legs, one of each) while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Arm-Hand Steadiness: able to keep hand and arm steady while moving arm or while holding arm and hand in one position.

Additional Preferences:

- Project Management: organizing and directing production of a limited scope plan or undertaking.

Problem Solving and Freedom to Act

Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

Working Relationships/Communications:

Requires contacts for the purpose of negotiating agreements within defined limits, influencing others, resolving problems or gaining acceptance of information, programs, decisions, etc., which normally are of a non-controversial nature.

Internal: Peers, employees

External: Members and customers, commercial & industrial (C&I) members and customers, Key Account members and customers, community businesses, contractors, job applicants