



Gila River Telecommunications, Inc.

JOB TITLE: Operations Manager

REPORTS TO: General Manager

DEPARTMENT: Operations

FLSA STATUS: Exempt

JOB SUMMARY:

Manage and direct the activities of the Operations Department for Gila River Telecommunications, Inc. (GRTI).

The Network Operations Manager reports directly to the General Manager.

PRIMARY JOB DUTIES:

- Develop, implement and manage all aspects of operations, including Engineering, Outside Plant, Central Office, Data Operations, and Facilities.
- Manage the operations staff, including selection, training, development, performance management and personnel issues, appraisals, and coaching, ensuring that the goals and objectives set by the company are met.
- Ensure all company policies and procedures are followed by operations staff.
- Plan, develop and make recommendations on department organization, staff, short-range and long-range programs and equipment.
- Develop and manage the capital and operating budgets for the department to ensure company financial objectives are met.
- Actively participate in the strategic planning process as a member of the management team by providing support of company initiatives, maintaining confidentiality, taking initiative to propose policies and programs that contribute to the company's success, and accepting accountability for participation. Set a positive leadership example demonstrated through performance.
- Keep informed of technical developments through the study of technical literature, attendance at appropriate meetings, and participation and reading on research activities in communications.

- Attend various meetings with management, departments, and vendors to ensure company objectives are met. Participate in company planning processes.
- Perform other related duties as assigned.

SKILLS AND COMPETENCIES

- Have knowledge of typical telecommunications company policies, procedures, products, and services.
- Have knowledge of typical Operations Department responsibilities.
- Have knowledge of the communications, Internet, video, and wireless industries.
- Have knowledge of RUS specifications.
- Have knowledge of applicable federal and state laws, codes and industry practices, and industry legislation.
- Must have time management and organizational skills.
- Able to operate a personal computer and related software (Microsoft Office Suite), as well as various office equipment such as a copy machine, cell phone, and multi-line desk phone.
- Able to work from oral and written instructions.
- Able to function effectively as a team player.
- Able to think analytically and be a problem solver.
- Able to communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- Able to read, write, analyze, and interpret reports.
- Able to obtain and maintain a valid Arizona driver's license, have a good driving record and be insured under the Company's insurance policy.
- Able to work in a safe and effective manner.
- Able to maintain the confidentiality of Company records when required.
- Able to create a team environment and sustain employee morale.
- Able to work under conditions of frequent interruption, paying close attention to numerous details.
- Able to travel for training.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to read, analyze, and interpret computer reports and other documents such as maps, staking sheets, operating and maintenance instruction manuals.
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Work and contribute successfully within a culturally diverse work environment.
- Consistently demonstrate a high degree of integrity, honesty, and accuracy.

EDUCATION AND EXPERIENCE

Bachelor's degree in Electrical Engineering, Telecommunications or related technical field. High School Diploma (or GED or High School Equivalence Certificate) is required.

Seven years of telecommunications, including Central Office operations experience is preferred. Two to three years of supervisory experience is preferred.

Note: Any equivalent combination of education, training, and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

The physical demands 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.

- Must be able to use hands, to sit, lift up to 20 lbs., stoop, bend, reach with hands/arms.
- Must be able to sit for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks.

ADDITIONAL REQUIREMENTS

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.