

Atlantic Broadband Installation Manager.

Job Summary:

Responsible for providing leadership, motivation, and direction to improve and continue providing outstanding customer service of the Installation Department.

Responsibilities & Duties:

- Manages the daily activities of Installation & Contractor's work groups
- Functions as primary customer liaison between contract signing and cut-over of system
- Reviews and approves contractor invoicing
- Perform and manage "Quality Control program"
- Implements back charges
- Ensure adherence to our home certification program
- Recommend new installation practices
- Sets goals and objectives on "trouble calls on installation percentage"
- Works with operational budget, schedules and quality levels.
- Translates approved objectives into work plans and procedures.
- Enforces policies and recommends new practices.
- Negotiates with senior management for resources and priorities that affect functions and to gain cooperation for resources that directly affect areas of accountability.
- Help select, motivate, and review performance of contractor staff, monitors performance, maintains morale and builds teamwork with other peers. Together with HR resolves employee problems.
- Consistent exercise of independent judgment and discretion in matters of significance.

Core Responsibilities:

- Provides leadership and direction to Installation departments in order to ensure compliance with FCC, state and federal regulations while maintaining budgetary requirements.
- Administers policies, procedures, and tracking in order to facilitate continuous improvement focused on our customer overall experience.

- Promotes safety awareness (and OSHA regulations) with Associates in order to provide a work environment free from injury.
- Anticipates and resolves customer and community concerns quickly through effective leadership in order to promote ABB as a good community citizen
- Assists in cultivating relationships with contractors and assigning work to contractors to ensure sufficient manpower while meeting contract labor budget.
- Responsible for maintaining department budget, completing reports on a timely basis, and monitoring and controlling expenses.
- Assists in hiring, coaching, developing, and preparing performance evaluations, giving feedback of Associates to ensure a quality work team.
- Collects, analyzes, and summarizes information and trends to prepare reports.-Oversees complex or major installations of systems equipment-coordinates orders and deliveries with other vendors during the system implementation phase.
- Makes software configuration requirements and necessary modifications.
- Accountable for the success and budgeted profitability of specific projects.

Qualifications & Skills

- Bachelor's Degree or Equivalent experience
- 3-5 years related experience
- Proficiency in Microsoft Office
- Supervisory experience is a must
- Bilingual, English & Spanish
- Will drive to other locations in Florida. Valid driver's license required
- Must be able to work nights and weekends, variable schedule(s) as necessary