

Regional Director of Technical Operations
Southern Region – Aiken/Miami

Position Summary:

This position will be responsible for the delivery of outstanding customer care in all aspects of Technical Operations activities including installation, service, design, materials management, and daily workloads. Provides leadership, strategic direction, and effective coordination of activities in order to ensure market profitability and customer satisfaction. This position will have responsibility for the Aiken, SC and Miami locations.

Essential Duties and Responsibilities:

Develops and implements business strategies across the Technical Operations organization to meet established service metrics and quality assurance goals. Responsible for end-to-end network performance for homes passed and all service delivery and fulfillment services for subscribers.

Establishes and monitors clearly defined key performance indicators (productivity, quality, sales, service rates, etc.) for all Technical Operations personnel to support best in class customer service.

Develops and implements strategies to achieve all network, service, new subscriber, and financial goals.

Assures network performance/service level compliance and reporting with federal, state, and local requirements including annual FCC proof of performance and signal leakage.

Lead, direct, and motivate a team comprised of management, exempt, and non-exempt employees.

Participates in the hiring, training, and development of the Technical Operations staff to ensure that personnel development and company financial goals are achieved.

Partners with Atlantic Broadband training to maintain a continuous learning environment for employee skill development and career growth.

Manages the finances of the Technical Operations team, including operating expenses, capital budget, forecasting, and strategic planning for the department.

Develops and maintains strategic partnerships with cross-functional organizations to ensure effective implementation of methods and procedures as well as to identify expedient and comprehensive solutions to customer-impacting issues.

Consistent exercise of independent judgment and discretion in matters of significance.

Supervisory Responsibilities

This position has supervisory responsibilities.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university or equivalent
Requires 10+ years related experience

Additional Requirements:

Recommended Multi-location, Multi-state environment experience

Advanced knowledge and experience with MS Office products: Word, Excel, PowerPoint