



## Job Description

### Field Services & Workforce Development Manager

#### About

NEK Broadband is looking for a highly organized and experienced Field Service & Workforce Development Manager. We're a small company of fewer than 20 employees, which means there's lots of room for growth and learning. Here at NEK Broadband, we're committed to creating an inclusive culture where all employees feel welcomed and valued.

#### Duties and Responsibilities

- Develop and lead a self perform scouting, drop and ONT install team.
  - Work with WCVT to develop a workflow for scheduling and dispatch.
  - Manage internal and/or contracted drop installers.
  - Develop and document best practices for routing, securing cables and mounting NIDs and ONTs in customer premises.
  - Supervise installs in the field to insure personnel are properly trained and adhering to installation and safety practices.
  - Work with operations director and workforce development to implement the WIA TIRAP apprenticeship program. Provide selected warehouse workers with internal and external training as needed.
  - Provide ongoing training and development for the field team to keep them updated with the latest industry standards.
  - Manage underground drop programs. Work with WCVT and customers to avoid underground to the extent possible. Work with Digital Equity Champion to identify potentially eligible.
  - Regularly review and analyze performance data to identify trends and areas for improvement.
- Creation of workforce program
  - Hosting various third party contractors to provide training and instruction
  - Recruitment of a cohort of NEKCV employees and members of the public, appropriate for broadband network construction training
  - Deliver instruction designed to effectively teach the content included in the referenced syllabus
  - Classroom based skills instruction and practice integrated with the delivery of content instruction
  - Review syllabus as needed when courses can be customized for NEKCV purposes
  - Provide a variety of industry related tools and materials for training purposes



- Continuing education and training of NEKCV warehouse material handlers and others as appropriate.
- Act as a connecting bridge between potential workforce candidates and our construction and operating partners.
- Design validation, verification and staking
  - Field verifies all proposed underground, OLTs, railroad crossings. Identify potential issues with ROW, clearance, access and construction challenges.
  - Communicate potential issues and concerns to engineers and permit specialists to avoid delays in construction.
  - Work with NRTC to implement new construction apps. Validate functionality and monitor usage and compliance by sub contractors.
- Operational and Engineering support.
  - Assist in the creation of internal operations methods and procedures.
  - Support data conversion from GIS as built designs into new mapping and fiber management tools. Become proficient in all tools to allow for management of future design additions and changes. Train other team members on use of these tools for their use in construction, troubleshooting and repair.
  - Work with the Director of Operations to determine how to reduce costs.
- Grant development support.
  - Supervise and help scout and document off-grid or extremely high cost addresses and whether or not they qualify as broadband serviceable locations.
- Warehousing Support.
  - Support of warehousing work as needed. Certifications and training as necessary to support that ability.

**Reporting:** Reports to the Director of Operations.

**Reports to this position:** Installer position(s)

### **Required Experience:**

- Associate of Science in Business, Management, Computer Science, or related field,
- 5 years of field supervision experience or an equivalent combination of education and experience.
- Valid driver's license required.
- High level of professionalism for working with members of other departments.
- Positive, unflappable style, able to coach and encourage others.
- Experience with telecommunications environment installation work and facilities management.
- Manage multiple projects, prioritize, and have strong organizational skills.
- Knowledgeable in fiber splicing, reading fiber splice designs and troubleshooting fiber issues.



- Experience working on extension ladders and with power tools.
- Experience with training others, internships, mentoring etc.

**Pay Range & Benefits:** The pay range for this position is \$65,000 to \$85,000. Benefits are competitive, including 100% Gold or Silver Vermont Select health insurance for the employee and up to 75% for the family; 30 days of combined time off; dental, vision, short and long-term disability, life insurance, and up to 3% retirement match.

## LOCATION

NEK Broadband has warehouses in Danville, Montpelier and Brighton and will require some travel between warehouses.

- The position is full-time.

## TO APPLY

Send a resume and cover letter to [careers@nekbroadband.org](mailto:careers@nekbroadband.org)