

Area Supervisor

Job Code: FTC-19-New Augusta

Date: August 7, 2023

Location: New Augusta, MS

Company: Franklin Telephone Company, Inc.

Job Duties/Responsibilities:

The Area Supervisor will be responsible for and represent Franklin Telephone within this market area and as needed outside the market area. This position is the public/customer face for Franklin Telephone Company in this market area. This will require a person that is well spoken, a good listener and who is able to exercise self-control when dealing with customers and other situations that become tense or escalated. The Area Supervisor will be responsible for motivation and morale of team members in this market area regardless of which department said team member is assigned. They will also be responsible for ensuring that the work environment is safe, clean, and conducive to the team's ability to perform their duties. This includes keeping buildings in good operating condition, repair, and maintenance of same, as well as maintaining the grounds in good and proper order. The Area Supervisor will be responsible for interfacing and working cooperatively with other departments within the company. The Area Supervisor will supervise the Digital Service Technicians within the work area. This includes assigning daily work tasks, managing Paid Time Off (PTO), managing trouble and trouble tickets and service orders, training (to include cross train staff creating backup for needed areas). This includes recommending tweaking of systems and processes to achieve maximum operational efficiency. The Area Supervisor will work closely with the supervising Area Manager and with the Network Operations Manager to ensure that the network operates at peak performance with a goal of 99.999% availability. Knowledge of Ethernet, DSL and GPON networks, along with operational proficiency with all utilized electronics will be needed to achieve this goal. The Area Supervisor will be responsible for managing the proper inventory levels of required equipment and materials for projects, routine orders, and maintenance, while maintaining financially responsible levels of inventory. Other duties will be assigned to the Area Supervisor from time to time.

Minimum Requirements:

High School Diploma or equivalent preferred. Must be able to lift 65 pounds unassisted and possess sufficient dexterity and mobility to work with various test equipment and hand tools. Be agile enough to bend, stoop, and crawl and work outdoors for extended periods and on a ladder as required. Must be able to work some evenings, weekends, and holidays in an on-call/emergency environment. Ability to drive for extended periods of time in all types of weather. Must be able to adapt and perform in a rapidly changing work environment. Must be able to travel overnight within and outside of regular work area upon request of supervisor or manager. Must have a valid driver's license and be insurable and the ability to obtain a commercial class A (CDL) license is required.

Please submit resume detailing education, experience, 2 business references and salary requirement to hrjobs@telapexinc.com for receipt by **September 15, 2023**. Smoke free environment. EOE.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, or national origin. On request, reasonable accommodation will be provided for qualified individuals with disabilities. All qualified applicants will receive consideration for employment and will not be discriminated against based on disability.