

**Title: Member Service Supervisor**

VernonCom is seeking a hands-on, structured Member Service Supervisor to ensure smooth day-to-day operations of the I&R Department.

Description:

The Member Service Supervisor oversees and coordinates activities of installer/repairers and combination technicians to ensure appropriate installation, repair, maintenance and testing of broadband equipment. This position works in conjunction with “Dispatch/Operational Specialist” to ensure prompt responses to member troubles and completing service orders in a timely manner.

Potential Responsibilities:

- Provide leadership and support to I&R team.
- Supervise and coordinate activities of Member Service team to ensure appropriate installation, repair, maintenance and testing of broadband equipment.
- Works with Dispatch to schedule service orders and work assignments to ensure prompt response to member, requests, and trouble reports.
- Works with NOC Supervisor to keep abreast of changes in the network that impacts the I/R team.
- Ensure all service orders are completed properly and timely for billing purposes.
- Ensure I/R team has necessary tools, materials and training to complete their duties.
- Collaborate with necessary staff for projects, new offerings, or promotions.
- Make periodic reports to Director of Operations and/or management group, as needed.
- Maintain documentation of all costly equipment provided to I/R team and ensure it is in good repair. Splicers, OTDRs, etc.
- Promote and sell cooperative provided equipment and services; educate the members in their use.
- Comply with requirements outlined in applicable regulations such as: OSHA, FCC, and PSC, etc.
- Ensure compliance with company guidelines.
- Implement strategic plans and goals for the team.
- Tracks performance and conducts annual reviews for I&R team.
- May assist with disciplinary actions and employee performance matters.
- Ensure timesheet approval is completed in a timely manner.
- Ensure proper scheduling of on-call duties and PTO to ensure the day-to-day operational needs of the cooperative and its members.
- Attend seminars, training sessions, and internal/external meetings, as needed.
- Represent the cooperative at community meetings or other gatherings, as needed.
- All other duties as assigned.



Position Requirements:

- High school diploma or GED.
- Understanding of VernonCom services preferred.
- Advanced knowledge of networking technologies, equipment, installation and maintenance procedures.
- Knowledge of IP networking protocols, preferred.
- Knowledge of Business communications systems and networks, preferred.
- Experience with fiber networks and fiber splicing practices.
- Familiar with telephones and associated features.
- Knowledge of electromechanical and digital switching technology, testing methods, central office protection practices.
- Familiar with electrical code practices and procedures for telephone utility operations is preferred.
- Ability to use the following hand tools: electric drills, hammers, wrenches, screwdrivers in the installation of communications equipment and wire.
- Ability to work with small components and wires to make cable connections.
- Ability to design, install, document and maintain broadband offerings, such as business telephone systems, data networks (equipment and wiring) and video networks.
- Willingness to work non-traditional work hours to meet deadlines.
- Strong written and verbal communication skills, including the ability to effectively present information the I/R team and staff as needed.
- Ability to work with mathematical concepts such as fractions, percentages, ratios, and proportions and apply to practical situations.
- Ability to manage multiple projects and tasks.
- Proficient in Office 365.
- Professional attitude and appearance.
- Proven ability to manage a team.
- Establish and maintain effective working relations with staff and other departments.
- Maintain a positive attitude during times of increased workloads and unexpected deliverables.
- Competent in identifying tasks that need to be completed and initiating the necessary activities to complete those tasks both independently and for the department.
- Travel may be required.
- Must possess and maintain a valid driver's license satisfactory to company policy.

Physical Requirements:

- Normal office or household environment with frequent exposure to outside work (enduring temperature extremes).



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- Frequent vehicular travel, at times in inclement weather. (Many times, more than 4 hours per day).
- May work in confined spaces.
- Exposure to dust, dirt, noise, insects, cleaning solutions.
- Performs work outdoors in varying weather conditions and as operational needs require, including during daytime and nighttime hours.
- Work at times is performed near power lines and electricity.
- Frequent maneuvering and manipulation of parts and equipment weighing 20 lbs.
- Periodic maneuvering of equipment weighing up to 75 lbs.
- Visual acuity to read printed materials and view computer screens for extended periods.
- May require extended periods of office work when necessary.

Job Type: Full-Time, Exceptional Benefits.

Pay: Based on experience.

Work Location: 103 N. Main Street, Westby, WI 54667

Accepting applications until filled.