

Job Opportunities

Job Title: Outside Plant Supervisor

Company Name: Mud Lake Telephone

Job Description: Mud Lake Telephone is seeking a highly motivated individual with proven technical and supervisory experience in Plant Operations for an ILEC with regulated activities. Associates degree in telephony or a related field, preferred. High school diploma, required. One to five years' experience in supervision, fieldwork, construction, installation, repair, and maintenance, required.

Responsibilities: **Supervises** departmental employees for the purpose of ensuring that high quality work is performed in a timely manner. Tasks may include training, coaching, delegating, monitoring job performance, adhering to safety policies, disciplining, conducting performance appraisals, scheduling, monitoring quality, establishing performance measures, tracking progress, resolving conflict, ensuring superior customer service is provided by direct reports, ensuring company products and services are promoted by direct reports, etc., **Maintains** the exchanges for the purpose of ensuring facilities are upgraded and are state of the art. Tasks may include installing and maintaining new equipment, researching the latest technology, preparing proposals and plans to maintain state of the art equipment, planning routes for fiber rings, and helping to build new fiber routes, etc., **Prepares** appropriate documentation for the purpose of providing accurate plant records and billing data. Tasks may include recording work performed, maintaining logs, preparing trouble tickets and service orders, maintaining time sheets, and vehicle records, etc. **Repairs** troubles found on the trouble report for the purpose of restoring or providing service to customers. Tasks may include receiving the reports, traveling to the site of the trouble in a timely manner, assessing the problem using the appropriate equipment, taking the corrective action, interacting with the customer in an appropriate manner, providing superior customer service, cleaning up the work area and leaving it neat, recording the work performed on the appropriate company paperwork, promotes company products and service, etc. **Performs** installations for the purpose of connecting services for new or existing customers. Tasks may include installing and terminating wiring and other plant related items, doing moves, adds, or changes, installing DSL, installing and repairing CATV, interacting with Central Office equipment and peripherals, interacting with the customer, cleaning the work area after completion, completing the necessary company paperwork, providing superior customer service, promotes company products and services, etc. **Locates** cables for the purpose of ensuring construction can occur without disrupting service to customers. Tasks may include operating the cable locator, reading staking sheets, flagging, or painting locations, attending construction meetings, working with contractors, tracking buried cable, etc. **Maintains** the truck and its inventory for the purpose of ensuring the truck continuously operates in good condition with sufficient inventory to provide timely service to the customer. Tasks may include performing preventative maintenance checks, completing some of the preventative maintenance items, reporting and arranging for other maintenance or repairs to be made, maintaining a record of maintenance performed,

reviewing the stock on the truck, adding or subtracting stock as appropriate, maintaining appropriate inventory records, etc.

Mud Lake Telephone was founded in 1952 and offers an excellent opportunity for a dynamic individual to supervise the plant operations of this growing company. The company has approximately 1040 access lines, is 15% Fiber to the Home (FTTH) in its ILEC area, is an ISP with high speed Internet access, deploys fixed wireless, installs phone systems, provides long distance, and has other business interests. The company has approximately 12 employees and is in Dubois, Idaho in the northeastern part of the state.

Mud Lake Telephone offers a comprehensive benefits package and a challenging work environment. Planned growth should make for an exciting opportunity. The salary is commensurate with qualifications and experience.

To be considered submit a resume and salary requirements with three professional references to:

Ron Hudson, TCA
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