

Join the Bloomer Broadband Team



Job Title: Broadband Operations Supervisor

Reports To: Senior Operations Manager

Location: 1120 15th Ave, Bloomer, WI 54724

FLSA Status: Full-Time, Salaried

Job Description

Bloomer Broadband is searching for a dynamic individual to fill the position of Broadband Operations Supervisor. This position will be tasked with several operational duties that include but not limited to, customer facing and internal support functions. In this role you will be the primary internal resource for the Operations Team “in the field” which consists of: buried plant infrastructure including field network facilities, and construction contractors in addition to service installation and repair areas of the company. You will serve as an interdepartmental liaison to enhance company objectives, initiatives, and customer satisfaction. I.e. the Customer Experience.

Duties

- Supervise, lead, train, support and at times participate with the Bloomer Broadband Technician workforce
- Plant Record keeping, updates and corrections including customer records and mapping
- Quality Control and Inspection of work completed by Bloomer Broadband, contractors and construction firms
- Work directly with buried plant construction and splicing contractors as well as engineering partners
- Review and scrutinize contractors and construction invoices to protect the interest and integrity of the company
- Evaluate, develop and implement improved operational processes to achieve better synergies, efficiencies and excellence
- Drive operational objectives: new broadband projects, upgrades to existing systems and infrastructure, etc.
- Direct customer contact to educate and when needed resolve customer complaints
- Providing remote customer education and troubleshooting of Bloomer Broadband’s products and services
- In this role you will be working with the NISC iVue suite and Calix Cloud + SMX software program tools
- Recommend improvements to plant and equipment
- Manage material orders, returns + internal documentation process which includes the receiving and recording of physical inventory materials
- Sell, Install, Support and Maintain Hosted VoIP & on premise VoIP business phone systems
- Process work orders and purchase orders to ensure accuracy for accounting staff
- Attend seminars, training sessions and internal/external meetings plus participate in community events
- Perform other related duties as assigned by management

Job Qualifications

In addition to adequate computer knowledge to work comfortably in a variety of software environments, this position will require a proficient understanding, or the ability to learn, various terminology related to technology and customer service. As a customer focused business, we are looking for a candidate with excellent communication skills and a resourceful ability to deal with challenges. A courteous demeanor with professional conduct is required. This person should be able to follow directions with an eagerness to learn and willingness to help. You will need to possess the ability to prioritize multiple projects with an attention to detail.

Bloomer Broadband offers competitive pay and a benefit package that includes medical, dental, 401k, pension, paid leave, and discounted services. Pay based on experience from an apprentice to an experienced technician.