



JOIN OUR TEAM!

DIRECTOR, OPERATIONS

WESTMAN COMMUNICATIONS GROUP (WCG) is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

Based in Brandon and reporting directly to the Chief Technology Officer, this position is responsible for leading and managing the operation, direction, and evolution of the outside plant infrastructure operated by Westman Communications Group (WCG). This includes the design, construction, and ongoing maintenance and upgrades of both coax and fibre-based networks that are used for both long haul transport and last mile access. This position provides direction and prioritization of projects and objectives for the Planning & Design and Maintenance & Construction teams, while also coordinating the activities of consultants and contractors utilized by WCG to build or support the outside plant.

KEY RESPONSIBILITIES

Network Design/Construction/Maintenance

- Direct all activities related to the design and construction of Westman's outside plant/network
- Ensure teams develop and maintain required network maintenance programs to meet expected system availability and installation standards and practices to support excellent customer experience
- Ensure all network outages are repaired in accordance with the corporate service level objectives and planned outages are within maintenance windows
- Assume responsibility for the implementation and maintenance of the Joint Construction Agreement

Leadership

- Provide clear direction, instruction and guidance to the Maintenance & Construction and Planning & Design teams
- Identify and utilize team members strengths, weaknesses, and motivations; mentor others to ensure their personal growth and development
- Foster a cohesive team by developing a foundation of trust

Staffing

- Analyze department structures and complement as required and make recommendations with supporting documentation
- Ensure teams follow the corporate performance management process and provide employees with objectives that support Westman's goals; encourage employees to provide feedback to improve efficiency and effectiveness
- Ensure team provides the best customer experience possible

Budget/Financial

- Draft budgets based on each department's goals and objectives
- Monitor and report on each department's budget status including variance analysis and projections
- Provide approval for purchase orders and authorization on all invoices related to each department's budget in accordance with company policy

Business Development/Management

- Be aware of industry trends, technology, and competition; evaluate the business impact and make recommendations as required
- Research new technology and its application to the company in cooperation with other departments
- Seek out and assess new business opportunities and initiate and participate in business case assessment

Training and Quality Assurance

- Ensure that all team members have the necessary training to perform their job duties competently
- Provide training and standards for the Installation & Repair team in order to perform their job duties competently
- Ensure that a quality assurance program exists that can effectively monitor for adherence to standards for the Installation & Repair and Maintenance & Construction teams

Education and Experience

- Bachelor's degree in a telecommunications field, a related field or equivalent experience
- 10+ years' experience within the telecommunications industry considered an asset
- 5+ years' in a leadership capacity
- Extensive knowledge of fiber/ coax transmission / distribution systems
- Significant hands-on experience with telecommunications systems including at least one system implementation
- Designation from an accredited provider of telecommunications training (i.e. SCTE) would be an asset

Skills, Knowledge and Abilities

- Demonstrated ability to build and maintain productive alliances and partnerships with internal and external customers
- Effective written and verbal communication in conjunction with training skills
- Synthesize, distill, and communicate complex information at an exceptionally high and nuanced level
- Work multi-functionally with all levels of internal staff
- Function autonomously and proactively in a dynamic, entrepreneurial environment
- Highly organized, self-motivated leadership style of continuous improvement
- Strong leadership presence with a high motivation to meet personal, team and corporate goals
- Demonstrated strategic planning and problem-solving skills
- Quickly establish positive relationships that engender trust and motivate others to invest in organizational goals, processes, and systems
- Establish and communicate clear expectations, deliverables, and deadlines in a positive manner while leading and motivating cross-functional teams
- Strong qualitative and quantitative data analysis abilities
- Ability to research and quickly resolve technical issues
- Ability to handle multiple, concurrent priorities
- Exceptional computer software skills (MS Excel/Word/PowerPoint/Outlook)
- Advanced expertise in all phases of project management
- Demonstrated capabilities in proposal development

DEADLINE FOR APPLICATIONS: NOON, MONDAY, AUGUST 10, 2020. When applying for this position, please reference the position title in the subject line and/ or the body of the e-mail and/ or cover letter.

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

Please submit your cover letter and resume to:

Krista Derksen

E-mail: hr@westmancom.com



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