



## **NX Utilities Job Description**

**Job Title:** Director of Operations  
**Department:** Operations  
**Reports To:** Vice President of Operations  
**Location:** Kansas City, MO  
**FLSA Status:** Exempt

### **Summary**

The Director of Operations will be responsible for forecasting staff needs and hiring, statistical process control and analytical and financial reporting.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Management of client relationship, warehouse/logistics multi site operations, and client and operations market needs
- Manage the construction and engineering operations and schedules of our customer's fiber OSP/ISP FTTH network
- Work with support staff to develop construction schedules, monitor production, and ensure adherence to customer schedule/specifications
- Responsible for staffing forecast, directing, placement and replenishment of staff to meet the client's production requirements
- Management of in house production employees quality and production levels
- Develop strategies and tactics for improving operation efficiencies while improving service levels, employee retention and operational costs
- Provide leadership and assume responsibility for the functional and financial control including development and management of monthly/quarterly and annual budgets
- Ensures compliance with established policies and procedures and maintains effective internal control
- Act as a liaison to Corporate Shared Services, coordinate communication and resolutions to problems and concerns within the operations
- Directly supervises project managers, construction managers and office staff

### **Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- At least 5 to 10 years of Operations Management experience; managing large, highly-complex, OSP/ISP FTTH projects
- Well developed management skills
- Experience coordinating work schedules in a dynamic environment to meet intermediate and completion milestones
- Experience managing OSP/ISP construction and vendor management including selection, contract, and negotiation processes, production tracking and reporting, and project closeout and retainage release
- Knowledge of network drawings, route maps and scopes of work interpreting fiber test results and auditing projects for compliance with scopes of work
- Robust knowledge of inside and outside plant fiber optic network infrastructure, engineering design and construction, and the ability to work cross-functionally to design and build scalable construction, installation and support processes
- Proven ability to motivate personnel in order to balance profitability and growth
- Must have strong oral and written communication skills
- Experience with acquisitions and integration a plus
- Excellent problem solving skills
- Must possess exceptional analytical skills, a high level of attention to detail
- Extensive knowledge of the cable and telecommunications industry
- Proficient in Microsoft Office (Outlook, Word, Excel, etc.)
- Construction accounting experience preferred
- Ability to travel, as required

### **Education and/or Experience**

BS in Construction Management preferred or equivalent; or five to ten years related experience and/or training; or equivalent combination of education and experience.