



JOB DESCRIPTION

Job Title:	General Manager
Department:	Cochrane Telecom Services
Location	153 Sixth Avenue Cochrane, Ontario
Immediate Supervisor:	Chief Administrative Officer– Town of Cochrane
Salary and Benefits:	As per Management Agreement
Hours of Work:	Regular hour of work of 40 hours per week, Monday to Friday. Overtime sometimes required.
Approved by(Signature):	
Revision Date:	March 12, 2018

Job Summary: Manages all activities of Cochrane Telecom Services (CTS), directly and through management staff. Plans, directs, coordinates, and controls all lines of business. Determines objectives, establishes operating procedures, and ensures the success of the company within the guidelines and authority approved by the Cochrane Utilities Board (CUB). Evaluates new business opportunities and recommends new services to the Board.

Primary responsibility is to carry out the duties, strategic plans and policies of CTS, as established by CUB. The General Manager reports to CUB.

Essential Duties and Responsibilities

1. Administer the objectives of the company to provide subscribers with the highest quality and competitively priced service, and apply strategic planning as required.
2. Communicate with the Board regarding any developments so it may actively engage in long-term planning and analysis related to operational and fiscal needs.
3. Provide effective, fair, consistent and forward-thinking leadership.
4. Supervise and hold all managers accountable for achieving the mission and business objectives of CTS and the performance and development of employees, as well as responding effectively to employee issues and concerns (labour relations).
5. Ensure monthly Health and Safety meetings are held regularly. Will assume the role of Management Co-chair in Joint Health and Safety Meeting. Ensure all training, awareness and safety practice requirements are in accordance with Ministry regulations.

6. Direct all telco financial affairs, including the review of new financing sources; keeps abreast of general funds level, cash flow, and other fiscal developments. Develops rate, structures and tariff filings, and ensures that all company financial operations comply with CRTC and CCSA requirements.
7. Manage all short and long range planning for operations, financial and commercial affairs, property management, regulated (CRTC) and non-regulated services, market status and customer demand, personnel and organization, subscriber information and community relations.
8. Ensure that all operations comply with established Safety policies and applicable regulations (EUSA, WSPS, IHSA, etc.).
9. Represent the telco before regulatory agencies and industry associations including CRTC, ITPA, etc.
10. Crafts comprehensive public relations and subscriber information programs to maintain customer identification and to promote telco's position as a prominent member of the community.
11. Review potential services and evaluates market demand, including the possibility of expanding into other communities; maintains knowledge of technological developments affecting operations and provisions of service; ensures that plant and office personnel are up to date on technical, regulatory, and accounting changes.

Note: The job description in no way implies that these are the only duties to be performed by the employee in this position. She/he will be required to follow any other instructions and to perform any other duties as required by the Cochrane Utilities Board (CUB).

Education and Experience

- Bachelor's degree in Business, Computer Science, Telecommunications, or related field. Any equivalent combination of training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.
- Minimum of eight to ten (8 -10) years previous experience in the telecommunications industry, with ten plus (10+) years of experience in a senior/ executive level management role.
- Strong "people" skills and demonstrated leadership of people throughout all functions and levels of organization
- Strong financial and business acumen
- Technologically astute including computer knowledge
- Excellent verbal and written communication skills; active listening skills
- Excellent strategic and problem-solving skills.

Knowledge, Skills and Abilities

- Complete understanding of regulated telephone and deregulated CLEC organization, administration, and equipment.

- Familiarity with standards, rules, and regulations governing telephone and CLEC operations.
- Grasp of personnel and business management, marketing and sales, public and subscriber relations, and developments in the telecommunications and CLEC industry.
- Experience managing telecommunications and CLEC business or related businesses rural telecommunications is desired.
- Accepts responsibility for establishing and maintaining effective working relationships with telco staff and the Board.
- Makes recommendations to and develops strategies for the Cochrane Utility Board.
- Keeps subscribers informed of company activities and promotes telco reputation in all community affairs.
- Establishes productive ties with suppliers and vendors.
- Ensures auditors are provided all records and financial information.
- Comprehension of budget process and financial reports.

Preferred Requirements:

- Required experience with daily ILEC, business operations and CLEC business operations.
- Desire experience with broadcast business operations.