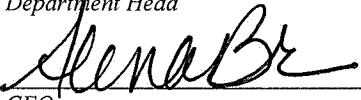
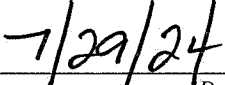

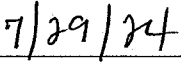


CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

POSITION DESCRIPTION

JOB TITLE: Broadband Manager	FLSA STATUS: Exempt
REPORTS TO: CEO	SALARY GRADE: 9
DEPARTMENT: Broadband Division	LOCATION: Moriarty
APPROVED BY:	
<i>Department Head</i>  <hr style="border: 0; border-top: 1px solid black;"/>	<i>Date</i>  <hr style="border: 0; border-top: 1px solid black;"/>
<i>CEO</i>  <hr style="border: 0; border-top: 1px solid black;"/>	<i>Date</i>  <hr style="border: 0; border-top: 1px solid black;"/>
<i>Human Resources</i> <hr style="border: 0; border-top: 1px solid black;"/>	<i>Date</i> <hr style="border: 0; border-top: 1px solid black;"/>

Job Summary

This position will be responsible to help CNMEC improve the quality of life by safely providing reliable broadband service to members by managing and directing the broadband functions of the cooperative. This includes managing and maintaining a fiber optic network that will bring high-speed internet to the homes and businesses throughout CNMEC's service territory.

Essential Duties and Responsibilities

- Oversight and management of the day-to-day operations of broadband activities to ensure quality control, connections of customers, customer satisfaction and customer retention.
- Directs activities of the broadband division by scheduling and assigning work, determining methods for doing work, checking quality of work, answering questions, and monitoring workflow to ensure timely completion of activities.
- Carry out safety responsibilities by keeping employees informed on safety as it relates to their positions and the proper action to take for unsafe conditions; monitor employees at work to make sure the work is being performed safely; and take prompt action to correct unsafe actions or behaviors.
- Ability to go into the field on an as needed basis.
- Presents long and short-term budgets and work plans. Monitors adherence to budgets and work plans to ensure objectives are met. Verify all contractor billing invoices are accurate and monitor budget expenditures.
- Oversees project documentation and filings.
- Manages and monitors budgeting, scheduling, and scoping tasks on multiple projects.
- Evaluates viability of new technology and service offerings for continued company development and expansion.
- Monitor disconnection and/or collection of delinquent accounts, determining the appropriate action within the scope of present policies and practices to payments are made in a timely manner.
- Oversees and approves all new hires and job postings within the broadband department.

- Direct and develop broadband personnel in a uniform and professional manner including the administration of performance management and employee development for the department as well as training programs.
- Execute plans to expand service offerings and areas for expansion approved by the Executive Team and the Board of Directors.
- Ensure operations comply with applicable federal, state, and local regulations. Also ensure compliance with grant, loan, and other funding covenants and requirements.
- Represent the cooperative with regulatory agencies, legislative bodies, and industry associations.
- Maintain positive and productive relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of the position.
- Plan, direct, and oversee all areas of broadband business to ensure profitability and subscriber satisfaction.
- Be accountable for all deployment activities including but not limited to fiber network design, leasing, due diligence, architectural/engineering, zoning, permitting, project management, construction management, system acceptance, Network Operations Center (NOC) integration, and closeout packages.
- Knowledgeable in industry specifications and fiber network builds including but not limited to GPON, XGSPON outside plant designs and related Optical Line Terminals (OLTs) and the installation of Optical Network Terminals (ONTs).
- Read, understand, and design construction of underground and aerial fiber builds.
- Knowledge and experience adhering to the National Electric Safety Code (NESC) and National electric code (NEC)
- Periodic reporting to federal regulatory agencies and state and federal funding sources.
- Performs other miscellaneous job duties as assigned.

Supervisory Responsibilities

Supervises the fiber optic techs, installers and internal and/or 3rd party Customer Service Representative functions, Billing functions and Sales and Marketing.

Minimum Qualifications

A bachelor's degree in business or a related technical field, plus 5 years' experience in management in the telecommunications/fiber optic industry preferred or a combination of education and experience providing equivalent knowledge. Requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, Word, and project management software.

Knowledge, Skills and Abilities

- Strong written and oral communication skills, including the ability to present ideas and suggestions clearly and effectively.
- Ability to work with different functional groups and levels of employees to effectively and professionally achieve results.
- Strong skillset in running project management software and overall project management transactions and processes.
- Must have a general understanding of technology, including Microsoft and Apple operating systems for desktop and mobile devices.
- Knowledge and understanding of inside/outside plant fiber optic network infrastructures.

Last Reviewed:
Original Issue: 7/29/24

Revised:

- Prior experience with RFP's, pricing/rates, and bidding within the telecom industry.
- Knowledge of constructability practices and principles.
- Knowledge of aerial power space and communication space fiber installations.
- Creates a clear strategic vision for the broadband department that supports business objectives.
- Effective time management with the ability to work independently, manage multiple tasks, set priorities, and meet deadlines.
- Must possess a high level of integrity and respect and maintain confidentiality.
- Must present a friendly, courteous image for the Cooperative at all times.
- Must become familiar with CNMEC policies and procedures, and the cooperative's service territory.

Working Conditions and Physical Effort

Usual office working conditions with regular working hours and occasional overtime. Occasional travel may be required. Must be willing to accept work as assigned and after hours if necessary.

- **Physical Effort and Dexterity:**
Frequent physical activity to include: sitting, standing, walking, stooping, bending, reaching, crawling, typing, lifting and carrying office supplies and equipment under 50 pounds.
- **Machines, Tools and Equipment:**
Capable of operating a personal computer, calculator, copy machine, printer, fax, telephone, and any other required office equipment.
- **Visual Acuity, Hearing and Speaking:**
Regularly required to talk and hear and to use close vision and be able to focus. Must have excellent written and oral communication skills, expressing oneself clearly, accurately and to the point. Must be able to present information to others clearly and accurately and work under stress.
- **Environment/Working Conditions:**
Majority of work will be performed indoors under a normal office environment. Frequently subject to both inside and outside environmental conditions to include fluctuating temperatures. Normal office safety precautions and practices are required. Position may require travel from time to time.

Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.