

Field Supervisor

Job Description

Minimum seven years experience in all facets of central office equipment installation. Minimum three years supervisory experience in central office equipment installation. Thoroughly competent in TP76300 standards. Good verbal and written communications skills. Must possess strong customer relationships skills and present professional appearance / demeanor. Required to travel periodically. Well versed in Microsoft Excel and Microsoft Word.

Required Experience

- Reviews and approves installation time sheets on a daily basis
- Schedules and prioritizes all jobs to be completed by field installers
- Performs field surveys for TEO's
- Makes daily inspections of field work locations to ensure job safety, quality, housekeeping and monitor job progress
- Projects work load and determines staffing needs accordingly
- Maintains installation job status report spreadsheet
- Ensures that materials and tools are delivered to field work locations in a timely manner
- Tracks receipt of all materials for field jobs
- Conducts quarterly quality meetings with all field installers
- Coordinates coverage for out of hours work to prevent potential service interruptions
- Inventories and ensures that all tools are calibrated and in good working order
- Ensures that all technicians are properly trained
- Evaluates field installers semiannually
- All critical audit defects within same business day of notification
- Maintains both internal and external audit spreadsheets
- Works with Regional Coordinator to maintain installation job status report
- Interfaces with customer: to discuss new jobs, job status, job completions, and to resolve material shipping problems and expedited job requests
- Interfaces with customer on a daily basis to resolve technical problems and assist with troubleshooting equipment problems
(all equipment regardless of supplier or manufacture)
- Responds to customer emergencies 24/7
- Performs emergency installation work
- Review, approve and delivery of job specs