

WINN COMMUNICATIONS

JOB DESCRIPTION

JOB TITLE: Assistant General Manager

Reports to: Les Jenkins

Salary Classification: Salaried Exempt

SUMMARY:

The Assistant General Manager is responsible for supporting the General Manager in all areas of business at Winn Communications. Winn Communications provides telecommunication offices in four communities, with the main office residing in Winn, MI.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Include the following (Other duties may be assigned)

Understand all lines of business at Winn Communications including, but not limited to, local and long distance, Internet, cellular, and Wireless Broadband.

Become familiar with all facets of the telecommunications business from the outside plant, company finances, to office tasks.

In coordination with the General Manager determine objectives, establish operating procedures, and ensure the success of the business within guidelines and authority established by the Board.

Required to stay abreast with current industry trends and technical advancements with proven ability to apply learned knowledge.

Develop annual work plans and budgets in conjunction with the General Manager.

Assist in long-range planning leading to increased profitability expectation.

Ability to create a team environment, foster a positive atmosphere, and sustain employee morale.

Display a commitment to customer service that is instilled in all staff through staff meetings and one-on-one conversations with employees.

Communicate company goals and provide training, guidance, and support to employees to ensure work is performed in a timely fashion.

Demonstrate knowledge and expertise in company's policies, procedures, confidentiality guidelines, and support the company's overall mission.

Attend board meetings as requested by the General Manager to gain added knowledge.

Stay abreast of local, state, and federal regulations and how they affect Winn Communications.

Involved in industry organizations to further grow the business and gain networking opportunities.

Positively represent Winn Communications with involvement in community affairs, councils, etc.

QUALIFICATION REQUIREMENTS:

Qualified candidate must have a thorough understanding of the telecommunications industry with 3-5 years experience in a management role with a preference towards management experience in telecom. Previous Internet and technical skills preferred. A four-year degree in a related field or the equivalent is preferred.

LANGUAGE SKILLS: Person should have exceptional interpersonal, oral, and written skills, and the ability to motivate other employees to perform at their highest level. The ability to evaluate technical and operationally complex alternatives is essential. Person should have the ability to effectively respond to questions from customers, vendors, and fellow employees.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to work at a computer, use a telephone, and be able to communicate with customers and employees. Must be able to travel within territory to visit all office locations as needed.

WORK ENVIRONMENT: Normal office environment with occasional exposure to outside work (enduring temperature extremes), and frequent vehicular travel. May be required to maneuver and manipulate parts and equipment weighing up to 50 lbs. The noise level in the work environment is usually moderate.