

ASSISTANT GENERAL MANAGER / COO

The Assistant General Manager, reporting to the General Manager (GM) / CEO, is responsible for supporting and assisting the GM in a wide range of duties across the broad operations of the organization. This position is Senior to all others in the Cooperative except for the General Manager. This individual must provide effective leadership and management of operational activities related to staffing, finance and accounting, marketing and sales, contracts, plant operations and projects. Acts to assist GM to coordinate activities of individual departments, bringing harmony to the flow of work and helps ensure departments are running efficiently. Enables the GM to work most effectively and manages the company in the GM's absence.

Essential Job Functions

- Supports and assists in planning and directing operational activities. Leads at the Senior Level and directs the work of others.
- Maintains awareness of current events in the telecommunications industry and other areas that impact the Cooperative, and adjust strategies as circumstances dictate.
- Ensures efficiency, quality of services, cost-effective management of resources, and compliance with local, state and federal laws and regulations.
- Establishes and implements organizational strategic plans, works with the GM and the management team to establish short-term and long-term organizational goals, objectives, policies and operating procedures.
- Along with the guidance of the GM, develops and manages annual budgets for the operations of the Cooperative and for each assigned department, and performs periodic cost and productivity analyses.
- Organizes, prepares for, facilitates, and attends meetings. Confirms meeting objectives, recommends participants, captures major takeaways, ensures follow-up.
- Scopes, plans, and executes programs and projects. Develops strategies and tactics for implementation. Monitors to ensure timely completion.
- Regularly reports progress and status to the General Manager. Elevates issues about which the GM should be aware. Anticipates/identifies problems. Frames ideas to solve problems and mitigate risk.
- Develops alternative approaches to addressing a situation.
- Designs and interprets various reports. Develops metrics to analyze the performance of areas of responsibility.
- Provides strategic advice for improving the daily management and operations of the company. Appropriately stewards the Cooperative's resources.
- Takes on other responsibilities as directed by the GM or Board of Directors.

Knowledge, Skills and Abilities

- Knowledge of telecommunications industry.
- Knowledge of telecom operations, technology and equipment.
- Knowledge of regulatory environment and the business impact of proposed and adopted regulatory changes.
- Knowledge of management and finance principles and practices.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Skill in operating various office equipment such as personal computer, software programs and telephone systems.
- Skill in oral and written communication.
- Skill in reading and understanding financial reports, industry regulations and proposed legislation.
- Ability to communicate with customers, employees and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.

Education and Experience

A Master's degree in Business Administration or related field and a minimum of 5 years work experience in telecom management; or a Bachelor's degree and a minimum of 7 years work experience in related management level.

HCTC is in an aggressive "next stage" of network modernization emphasizing Fiber-to-the-Premise as well as CLEC expansion. The successful candidate must demonstrate significant experience and accomplishments in Construction, Engineering, and Network Operations in addition to the broader desired experiences regarding Sales, Marketing, Regulatory, and Finance.

Salary Range

Competitive salary commensurate with experience.

Company Benefits Package

Health insurance, 401(k) plan, retirement plan, vacation and sick leave, life insurance, and short and long-term disability.

Job Location

Ingram, Texas *(located in the beautiful Texas Hill Country just 1 hour from San Antonio and 2 hours from Austin).*

Deadline

Interested applicants should submit application and resume by close of business on Wednesday, January 30, 2019. However, this position may be filled at any time.

NO PHONE CALLS PLEASE

HCTC is located in Ingram, Texas near San Antonio. It serves 15 regulated telephone exchanges and provides CLEC operations in 5 additional communities. The product portfolio includes voice, VDSL and Fiber based Broadband, Business Systems, Data Center and various specialized IP Services for Business Clients as well as Security and Alarm. The current employee base is approximately 110 employees.

[Click here to download an application.](#)

Submit application and resume to the attention of Human Resources.

Mail: Hill Country Telephone Cooperative, Inc.
P. O. Box 768, Ingram, TX 78025

Hand-Deliver: 220 Carolyn Street, Ingram, Texas

FAX: 830-367-5994

Email: personnel@hctc.net



Hill Country Telephone Cooperative, Inc. is an equal opportunity provider and employer.