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Website: [www.hopitelecom.net](http://www.hopitelecom.net)

Position Title: Central Office Supervisor  
Department: Central Office  
Reports To: General Manager  
FLSA Status: Exempt  
Wage: D.O.E.

Full Time Position with benefits: Vacation, Sick Leave, Medical Insurance, 401k Plan

### **General Summary:**

Supervises all Central Office department and remote switching unit operations, including acceptance testing of new equipment, ensuring that subscriber loops are properly connected and maintained, and directing daily checks of toll, extended area service (EAS), and other types of trunks. Conducts traffic studies, reviews equipment trouble records, prepares specifications for new equipment, and makes periodic maintenance and progress reports to General Manager.

### **Essential Job Functions:**

- Ensures continuous operation of Central Office and remote switching facilities and associated equipment by overseeing maintenance of existing equipment, and installation and acceptance testing of new equipment. Directs daily checks of toll, extended area service (EAS), and other types of trunks. Reviews switch status reports and recommends areas for improvement.
- Supervises the Central Office by assigning work, checking quality of work, answering questions, handling personnel issues, and monitoring work flow to ensure timely completion of central office activities.
- Reviews equipment trouble records and ensures that problems and issues are resolved.
- Prepares specifications for new equipment and oversees any changes or upgrades to switches. Ensures upgrades and changes are completed in a manner with least negative impact service.

- Collects data and prepares traffic studies and cost separations and submits required regulatory reports.
- Prepares Central Office maintenance and progress reports and presents to General Manager.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge of telecommunications industry and digital switching technology.
- Knowledge of Central Office equipment.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of industry regulations.
- Skill in operating Central Office switching equipment.
- Skill in analytical thinking and problem solving.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to develop and justify budget objectives.
- Ability to read and interpret documents such as schematics, blueprints and circuit diagrams.
- Ability to pay close attention to detail.
- Ability to evaluate, test, and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to create a team environment and sustain employee morale.

**Education and Experience:**

Associate’s degree in engineering or equivalent plus three to five years experience in Central Office operations.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.		X		
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.		X		
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.