

# Fiber Manager

DEPT: Fiber  
DIV:  
DATE: March 2023

FLSA: Exempt  
EEOC: Professionals



## POSITION SUMMARY

Performs a variety of **technical, administrative, and managerial** duties related to planning, organizing, coordinating, general fiber operations, including fiber service installation, and maintenance.

## SUPERVISION RECEIVED

Works under the broad policy guidance and direction of the Power Director and City Administration and works closely with contracted Fiber partner.

## SUPERVISION EXERCISED

Provides general guidance and direction to Assistant Fiber Manager, Lead Fiber Inspector, and other departmental employees.

## ESSENTIAL FUNCTIONS

- Manages the operation and construction activities of the City's open access fiber utility project.
- Works to create a culture of accountability and excellence, providing motivation and performance feedback, recognizing contributions, and encouraging training and development.
- Responsible for the management of the financial activities of the fiber project. These activities include tracking expenses, revenues, and take rates; forecasting future models; approving payments; and drafting the budget. Partners with the Finance Department on budget completion and strategies.
- Attends planning meetings to assist in development of the City's fiber network, coordinates with fiber partner, consultants, and other department heads in the planning and approval of fiber service extensions.
- Assists in determining work priorities related to the network design, construction, and operation of the city's fiber network.
- Manages relationships with Internet Service Providers (ISPs) including creating and administering an ISP satisfaction program. Also acts as liaison between ISPs and fiber partner.
- Coordinates communications between the City and customers including social media, print marketing, and all community outreach.
- Tracks and enforces contracts with fiber partner and consultants.
- Initiates and coordinates with administrative offices regarding various personnel actions such as recruitment, advancement, discipline, and discharge; manages and evaluates employee performance; hires and fires; delivers professional training and seminars to staff to assure desired work quality, efficiency, and effectiveness.
- Creates and presents monthly presentation to City Council.
- Manages numerous tasks and assignments at a time with frequent interruptions.
- Performs other related duties as required.
- Supports and models Lehi City organizational values and applying these values while performing daily work functions.

## MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from college with a bachelor's degree in business/public administration, computer science, information services, or related field, master's degree preferred

AND

- B. Five (5) years of experience in project management, experience in the administration and management of fiber networks preferred

OR

- C. An equivalent combination of education and experience.

2. **Knowledge, Skills, and Abilities:**

Must have knowledge and leadership qualities to develop, coordinate, and assist in citywide project assuring accountability and high performance.

Considerable knowledge of understanding of broadband utilities in a municipal environment and an understanding of municipal goals and objectives, including but not limited to engineering, sales, operations, project management, construction management, customer service, communication, and process development.

Must have a thorough understanding of financial principles; be able to evaluate fiscal and financial information and achieve positive financial results. Must be knowledgeable about the appropriate methods and means of dealing with human behavior situations in a variety of business circumstances.

Ability to plan, coordinate, direct and supervise complete projects and personnel; interpret laws, ordinances, and regulations common to fiber utility operations; keep operating records and prepare reports; establish and maintain effective working relationships with employees, other partners, and the public.

3. Special Qualifications:

Prior experience with municipal and wholesale fiber networks preferred.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, related to walking, standing, stooping, sitting, and reaching. Essential functions require talking, hearing, and seeing. Common eye, hand, finger dexterity exists. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic travel required in normal course of job performance.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)