Broadband Manager/Operations Manager Job Description

Position Title: Broadband Manager/Operations Manager

Reports to: General Manager

Our Mission

As Idaho's only seaport, the mission of the Port of Lewiston is to develop and manage assets and services that stimulate regional job creation and trade while enhancing the quality of life for Nez Perce County residents.

Our Vision

The Port of Lewiston is a respected leader contributing to the region's economic growth and vitality, a model of excellence for transportation, international trade, infrastructure development, and job creation.

ORGANIZATION OVERVIEW

About the Port of Lewiston

The Port of Lewiston serves the community as the primary vehicle for public land acquisition and infrastructure development for economic development projects and activities to support job creation. From 2011 to 2020, the Port invested an average of $1,047,000 per year into the Port District for economic development activities. This investment consists of $405,000 in property tax revenues the Port receives annually plus additional revenues generated through Port operations. The Port's current development sites include the Harry Wall Industrial Park, Business and Technology Park and in North Port. Port owned properties consist of approximately 189-acres and its operations are self-sufficient. Property tax revenue is utilized for economic development purposes. Revenue generated from general operations is sufficient to fund all general operations expenses.

In 2016, the Port of Lewiston began constructing dark fiber optic infrastructure within the Port District to establish an open access telecommunications network for economic development purposes. To date, the Port has constructed approximately 50 miles of dark fiber optic infrastructure including redundant paths across the Southway and Memorial Bridges.

The Port's plan is a phased approach in constructing an open access dark fiber network within the City of Lewiston, Nez Perce County and beyond. This network provides a fiber optic highway that is accessible to all service providers on an equal basis. The open access infrastructure encourages free market access to all service providers desiring to offer competitive services.

OVERVIEW OF RESPONSIBILITIES

The Broadband Manager/Operations Manager oversees the Port's organizational processes, with an emphasis on the Port's broadband and fiber optic expansion projects. This position will be responsible for the strategic development of broadband network designs and will work with subject matter experts and stakeholders to create impactful networks that will create business opportunities and quality of life improvements.

The Broadband/Operations Manager will track the Port's processes and make recommendations to the General Manager for improvements. This position will have primary oversight of Port projects, tracking budgetary and timeline compliance. This Manager will be a key piece of the Port's leadership team and will be expected to communicate both within the team and with others outside the Port in a professional, concise, and meaningful manner.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

The major responsibilities of this position include, but are not limited to:

Broadband Project Leadership and Management

The Broadband Manager is the Port's leader in broadband network development. This position will work closely with partners and stakeholders to develop the relationships that can drive project success. The position will drive the delivery of new network designs and products to provide additional revenue and decrease costs. The Manager will coordinate network solutions to meet challenges of technological, regulatory, and competitive conditions. A key role will be the creation and management of relationships associated with the projects, as well as the necessary negotiations leading to project completion. Communication with the Port Commissioners, the General Manager, and all stakeholders is a critical responsibility for this role.

The Broadband Manager will serve as the port's technical resource in evaluating and planning of broadband projects. The Manager will understand the requirements for network design elements providing both middle mile and last mile access services into the network, as well as Fiber to the Home. This position will manage the service contracts with providers on existing networks and maintain those business connections. The Broadband Manager will assist in shaping broadband policy through legislation and maintaining the Port as a trusted resource for both the Idaho Broadband Office and the Idaho Broadband Advisory Board.

Port Leadership Team

The Broadband/Operations Manager will be a key member of the Port's Leadership Team, with input on strategic planning, budgeting, staffing, and all aspects of Port operations. This position will play a role in defining the Port's positions on issues such

as preservation of dams, broadband policy, Port growth, and organizational development.

Port Processes and Process Improvement

The Broadband/Operations Manager is responsible for the Port processes, making sure the daily Port operations occur timely, safely, and efficiently. In conjunction with the General Manager, evaluate the operations with an eye toward continuous improvement. The position will lead and coordinate the Port's staff to ensure excellent customer service and mission compliance.

Resource Development

The Broadband/Operations Manager, in conjunction with the General Manager, is charged to drive key results in resource development; to identify, cultivate and supervise grants toward broadband and other projects; to establish partnerships to ensure adequate resources are in place for mission accomplishment.

Economic Development

The Broadband/Operations Manager must support and grow the economic development mission of the Port, including but not limited to, land development, shipping and manufacturing programs, tenant leasing, entrepreneurship, and broadband programs.

MINIMUM EXPERIENCE/POSITION REQUIREMENTS

- 3+ years' experience working with fiber networks, with a preference for experience designing and configuring optimal fiber networks.
- Bachelor's degree or equivalent experience in applicable field
- 5+ years of progressively responsible work experience at a level that required supervision or management of projects and/or programs. Experience with municipal government practices is a plus.
- Professional ability to communicate across all types, including advanced skills in writing, public speaking, listening, persuading, and facilitating.
- Experience in developing partnerships, building teams and resolving conflict.
- Must demonstrate a high level of intelligence and intellectual curiosity with a desire to explore new ideas and innovative approaches to solving complex problems.
- Possession of or ability to obtain a valid driver's license.
- All applicants must be able to successfully pass a background check and drug test.

The Broadband/Operations Manager has high integrity, a long-term strategic perspective, a strong sense of accountability, and the ability to get things done with passion and good judgment. They will have a fair and thoughtful approach to management with flexibility and courage needed to shift direction and experiment with

new initiatives. They will possess excellent verbal and written communication skills, have a high energy level and a sense of humor.

CORE COMPETENCIES REQUIRED FOR THIS POSITION

Strong Leadership: Leadership is a key project management competency. This manager is often responsible for leading project teams, making it essential for them to have strong leadership skills. Leadership includes:

- **Motivating team members:** One of the key responsibilities of leaders is motivating their teams. Therefore, it's important for leaders to understand motivation strategies and how each of their individual team members are best motivated.
- **Giving and receiving feedback:** Leaders often give feedback to team members to help them improve, but good leaders also take feedback from their team members. The process of giving and receiving feedback can help leaders solve problems within a project, spot risks and help team members succeed.
- **Keeping projects on schedule:** Leaders are responsible for monitoring the progress of a team, which can help keep projects on schedule. Managers who have leadership characteristics understand the tasks and roles involved with their projects so they can keep their projects on track.
- **Showing a vision:** Good leaders have a leadership vision. Managers should express a vision for a project that gives clarity and inspiration to everyone involved with the project.
- **Delegation:** Leaders should be willing to delegate tasks to other team members when they need to so that important tasks get done, giving the leader more time to focus on other responsibilities. This can help maintain productivity and keep a project on schedule.
- **Conflict resolution:** When people disagree about projects, it's important for the project manager to play a role in resolving the conflict, which involves skills in listening, communication and mediation.

Effective Communication: Communication is one of the most essential competencies for managers. Project managers communicate frequently with a range of people, including their team and project stakeholders. Therefore, it's crucial for leaders to know how to communicate well with a wide variety of people.

Negotiation Skills: Negotiation skills are also important for project managers. Often, project leaders are responsible for negotiating budgets, project scopes, resource allocation and other elements of projects. Good negotiation involves strong communication and persuasion skills.

Risk Management: An understanding of risk management is also important for project managers. Skills in risk management can help project managers spot project risks and respond to them before they cause problems. This can be essential to completing projects safely and without errors.

Organization and Planning Skills: The ability to create plans and schedules is another project management competency. One of the essential job duties of a project manager is creating a thorough project plan. Typically, project management plans include goals, tasks, metrics, deadlines and other elements.

It's important for project managers to possess skills in planning so they can design effective, realistic project management plans. Additionally, to keep projects on track, project managers need good scheduling skills. They should know how to schedule tasks to meet deadlines without overwhelming their teams.

Technical Expertise: The Broadband/Operations Manager demonstrates technical expertise on broadband issues to ensure the Port is a trusted leader, especially in the field of broadband growth and management.