

**Job Title: Plant Supervisor**

**Department:** Plant

**Reports To:** Operations Manager

**FLSA Status:** Exempt

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**Job Summary:**

The Plant Supervisor is responsible for overseeing all plant operations to ensure that WesTel Systems products and services are delivered to customers with the utmost reliability, timeliness, security, and professionalism. This role supervises Network and Central Office Technicians, manages construction and maintenance projects, and interfaces with all plant and construction vendors.

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**Essential Job Functions:**

**1. Operations Management:**

- Oversee daily plant operations to ensure efficiency and compliance with company standards.
- Ensure all products and services meet quality and reliability standards.
- Coordinate with other departments to ensure seamless operations.

**2. Supervision:**

- Supervise Network and Central Office Technicians.
- Oversee construction and maintenance projects.
- Provide guidance and support to staff, ensuring professional development and performance.

**3. Vendor Management:**

- Interface with plant and construction vendors.
- Negotiate contracts and manage vendor relationships to ensure timely and cost-effective delivery of services.

**4. Inventory Management:**

- Order and count inventory to ensure adequate supply levels.
- Maintain accurate inventory records and manage stock levels efficiently.

**5. Staff Meetings:**

- Hold meetings with plant staff every 4 to 6 weeks as needed to discuss operations, address concerns, and provide updates.
- 6. Employee Motivation:**
- Promote positive work attitudes, efficiency, and motivation among employees.
  - Foster a team-oriented environment and support the management policies of WesTel Systems.
- 7. Safety and Compliance:**
- Ensure all operations comply with safety regulations and company policies.
  - Conduct regular safety audits and implement corrective actions as needed.
- 8. Reporting and Documentation:**
- Maintain accurate records of plant operations, maintenance activities, and vendor interactions.
  - Prepare and submit regular reports to management.
- 9. Maintenance Assistance:**
- Assist maintenance personnel in testing and rehabbing existing facilities to extend their life and minimize capital expenditures.
- 10. Customer Conflict Resolution:**
- Help resolve conflicts with customers regarding billing for damage to company property or customer property.
  - Handle customer complaints on service interruptions and other plant issues.
- 11. Mapping and GIS Oversight:**
- Oversee staking, mapping, and GIS activities to ensure accurate and updated maps.
- 12. On-Call Duty:**
- Perform Supervisor on-call duty as assigned.

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**Knowledge, Skills, and Abilities:**

- Strong leadership and supervisory skills.
- Excellent organizational and time management abilities.
- Proficient in managing construction and maintenance projects.
- Strong communication and interpersonal skills.

- Ability to interface effectively with vendors and other departments.
  - Knowledge of safety regulations and compliance requirements.
  - Technical proficiency in plant operations and maintenance.
  - Team player with a positive attitude, promoting company policies and a collaborative work environment.
  - Knowledge of company products, services, policies, and procedures.
  - Awareness of new products and methods to deliver services to customers.
  - Skill in operating a personal computer and various software packages.
  - Skills in analytical thinking and problem-solving.
  - Skill in reading, analyzing, and interpreting complex documents such as technical manuals.
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**Education and Experience:**

- High School Graduate required.
  - Technical School graduate preferred.
  - 5-7 years of related experience required.
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**Certificates, Licenses, and Registrations:**

- Maintain a valid driver's license and be insurable under the Company's insurance policy.
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**Physical Dimensions:**

- Light physical work primarily in an office environment.
- Some lifting could be required.
- Occasional disagreeable working conditions due to the presence of dust, dirt, heat, cold, and noise.
- Occasional travel to remote network sites, including infrequent overnight stays.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Job Description Prepared on December 30, 2024