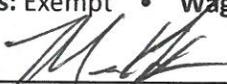# CC Communications

Assistant General Manager

Job Description

Company: CC Communications • **Department:** 10 Executive • **Reports To:** GM/CEO •
FLSA Status: Exempt • **Wage Schedule:** Salary

Approved: _[signature]_   **Date:** 3/10/2026

POSITION SUMMARY

The Assistant General Manager (AGM) serves as the organization's designated successor to the GM/CEO and is responsible for converting long-range strategy into day-to-day operational execution across all business units. The AGM provides unified leadership over technical operations, finance, customer experience, network engineering, business development, and other activities as assigned. The AGM acts as the GM/CEO during the incumbent's absence and, upon final confirmation of the Board of the Churchill County Commissioners, transitions into the GM/CEO role as part of the planned succession pathway.

The role blends the strategic oversight expected of senior executive leadership with the operational discipline of a Chief Operating Officer, ensuring organizational readiness, service reliability, staff development, and alignment with CC Communications' mission, values, and long-term vision.

The Assistant GM shall be responsible for adhering to the following core values:

- Communicate: Actively share knowledge and information.
- Accountable: Take ownership and responsibility for commitments.
- Respect: Show respect for all individuals, roles, perspectives, and contributions.
- Cooperate: Work as a unified team.
- Passionate: Provide innovative technology solutions through continual growth.

Strategic & Operational Leadership Expectations

• Translate multi-year strategic roadmaps, spanning fiber expansion, IP network evolution, broadband growth, and operational modernization—into executable annual and quarterly implementation plans.

- Lead cross-departmental alignment to support major initiatives including technology upgrades, network capacity planning, OSP expansion, customer service improvements, and business development initiatives.
- Monitor performance metrics and develop operational dashboards to assess progress, identify risks, and drive accountability for outcomes.
- Ensure strategies balance customer impact, financial sustainability, and long-term telecommunications positioning.

Technical Telecom Leadership

- Provide executive oversight and direction for the design, operation, optimization, and maintenance of FTTH/FTTP networks, transport systems, routing architectures, NOC operations, and service delivery platforms.
- Oversee system upgrades, engineering compliance, capacity planning, network redundancy, and failover strategies to maintain reliability and resiliency.
- Ensure alignment with regulatory requirements, network security protocols, and evolving industry best practices.
- Evaluate new technologies, vendor offerings, and migration pathways for long-term network modernization and business continuity.

Financial & Organizational Stewardship

- Partner with Finance to develop, review, and monitor departmental budgets, capital planning, and multi-year investment strategies.
- Oversee cost controls, financial performance, and resource allocation to ensure operational efficiency and high ROI.
- Support business development strategies, NECA compliance, and long-term financial sustainability.

Operational Excellence

- Direct day-to-day operations across engineering, broadband/fiber operations, construction, plant maintenance, network operations center, outside plant engineering, IT/ICT, field repair, provisioning, and customer support.
- Ensure operational discipline, standardized processes, documentation integrity, preventative maintenance, and adherence to engineering and safety standards.
- Drive continuous improvement initiatives focused on reliability, cost efficiency, service quality, and employee productivity.
- Oversee cross-functional coordination during outages, major upgrades, cutovers, conversions, or emergency events.

Executive Leadership Expectations

• Represent the GM/CEO as needed in internal or external settings, providing consistent, unified leadership during their absence, including interacting, presenting, and seeking approval with the Board.
• Deliver clear, transparent communication across all levels of the organization, building trust and fostering a culture of collaboration and accountability.
• Prepare and present operational insights, recommendations, status updates, and strategic analyses for executive-level decision-making.
• Maintain strong relationships with vendors, partners, consultants, and community stakeholders.

People & Culture Responsibilities

• Lead, develop, and mentor department heads and senior managers, establishing clear expectations, coaching, and performance accountability.
• Promote teamwork and cross-department communication to ensure organizational cohesion.
• Support workforce planning, succession planning, training programs, and technical upskilling initiatives.
• Foster a culture of professional growth, adaptability, and forward-looking innovation.

Compliance, Safety & Risk Management

• Ensure compliance with federal, state, and local regulations affecting telecommunications, network operations, engineering, construction, and safety.
• Maintain operational readiness for audits, inspections, and required regulatory reporting.
• Uphold robust safety programs, ensuring all employees and contractors meet company safety standards and protocols.
• Lead risk mitigation activities, including emergency readiness, disaster recovery coordination, and continuity of operations planning.

Qualifications
Education & Experience

- Bachelor's degree in Business, Engineering, Telecommunications, or a related field required.
- Minimum of 10 years of progressive leadership experience in telecommunications, broadband infrastructure, utilities, or other complex technical operations.

Preferred Qualifications
- Advanced credentials such as an MBA, CPA, or background in Accounting, Marketing, or regulatory compliance.

- Experience working within ILEC and CLEC environments, including relevant regulatory frameworks.
- Strong technical understanding of Metro Ethernet, IP routing, FTTH/FTTP networks, cybersecurity, virtualization, and related telecommunications technologies.

Physical Requirements

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, stoop, sit and stand for long periods. Dexterity to handle files and paper; occasional lifting of files, stacks of paper or materials. Some reaching for items above and below desk level. Some bending, reaching, squatting and stooping to access files. Sufficient manual dexterity and cognitive ability to operate a computer using word processing, spreadsheets and databases. Ability to communicate face to face and by telephone. Ability to lift at least 35 pounds occasionally. Specific vision abilities include close vision, distance vision, and ability to adjust focus and distinguish colors. In compliance with applicable disability laws, reasonable accommodations may be provided.

Working Environment

Work is performed primarily indoors in an office environment with prolonged desk work. Environment may include occasional exposure to dust, fumes, noise or odors. Outdoor work may be required during site visits or inspections, including exposure to weather conditions such as heat, cold, wind, rain, and snow.

Signatures

Employee _____ Date _____

HR Representative _____ Date _____

Executive _____ Date _____