

## **Director of OSP Operations- North District**

### **Join one of Oregon's top fiber internet providers!**

Douglas Fast Net (DFN) delivers high-speed fiber internet to homes and businesses across Lane, Douglas, and Coos counties. We're looking for an experience, motivated Director of OSP Operations for our North District covering territory in and around Lane County to keep our operations running smoothly.

This position is ideal for someone with at least 8 years of progressive experience in telecommunications construction and operations, with a strong focus on fiber networks. This is a full-time position working 40+ hours per week dependent on business needs with the ability to respond to outages and emergencies as needed. Candidates should live or be willing to relocate to within 30-minutes driving distance of our Creswell shop location for the purposes of responding to emergencies.

### **Why You'll Love Working at DFN**

At DFN, we take care of our employees on and off the job.

Here's what you can expect:

- 200% 401(k) match (up to 9%)
- 100% employer-paid medical, dental, and vision for employees, with affordable dependent coverage
- Free 1 Gig high-speed fiber internet (if you live in our service area)
- Generous PTO + 10 paid holidays, including two days off for your birthday
- A community-focused company where your work truly makes an impact

**Position Summary:** Directs all plant operations, including managing the construction, replacement, removal and maintenance of aerial and buried fiber optic cable in assigned district. This role provides full operational ownership of fiber network deployment and performance across the district from both internal field teams and contracted crews. The Director ensures projects are delivered safely, on time, within budget, and in alignment with company & industry standards, while maintaining strong relationships with municipalities, utilities, vendors, and internal stakeholders.

**OUR CUSTOMER COMMITMENTS:** We expect every DFN team member to embody the following values-

- Customer First: Every action we take is grounded in meeting customer needs.
- 100% Local: We live here, work here, and care deeply about the people and communities we serve.
- Enhancing Lives: We recognize that we are enabling life's most important connections, work, education, health, and family.
- The Best: We push for excellence in service, reliability, and value, every time.

### **CORE VALUES:**

- Commitment: You bring energy, loyalty, and perseverance to every interaction.
- Leadership: You communicate clearly and motivate others by example.
- Pride: You take pride in delivering service that goes above expectations.
- Tenacity: You don't stop until the customer is taken care of, completely

### **What You'll Be Doing:**

- Provide strategic and day-to-day leadership for all OSP activities within the assigned district, including construction, maintenance, and restoration.
- Own operational performance for the territory, including schedule adherence, cost control, quality, safety, and customer impact.
- Translate company-wide goals into executable district-level plans and priorities.
- Directly manage district-level OSP managers, supervisors, and internal field staff.
- Oversee performance of subcontractors and vendors, including selection, onboarding, compliance, and ongoing performance management.
- Ensure all crews—internal and contracted—adhere to company standards, safety requirements, and regulatory obligations.
- Oversee fiber network builds, expansions, upgrades, and repairs within the district.
- Partner with Project Management, Engineering, Permitting, and Network teams to ensure seamless execution from design through closeout.
- Monitor progress against schedules and budgets; proactively address risks, delays, and cost overruns.
- Champion a strong safety culture and ensure compliance with OSHA, local, state, and federal regulations.
- Enforce quality control standards for fiber construction, splicing, testing, and documentation.
- Conduct and support audits, inspections, and corrective action plans as needed.
- Manage district OSP budgets, forecasts, and cost controls.
- Track and analyze KPIs such as productivity, rework, outages, safety incidents, and contractor performance.
- Identify opportunities to improve efficiency, reduce costs, and increase build velocity without compromising quality.
- Serve as the primary OSP operational point of contact for the district.
- Build and maintain strong relationships with local governments, utilities, property owners, and community partners.
- Collaborate closely with internal departments including Engineering, Network Operations, Customer Experience, Finance, and Procurement.
- Drive process improvements, standardization, and best practices across district operations.
- Support the adoption of new tools, systems, and construction methods.
- Mentor and develop future leaders within the OSP organization.

*This job description covers the most crucial key and supplemental duties performed in the position, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. Other projects will be assigned as needed.*

### **What You Need to Be Successful:**

- Bachelor's degree in construction management, business, or a related field and 8+ years of progressive experience in telecommunications OSP construction or operations, with a strong focus on fiber networks **OR** 12+ years of progressive experience in telecommunications OSP construction or operations, with a strong focus on fiber networks required. Project management certification a plus.
- 5+ years of leadership experience managing teams and contractors across multiple projects.
- Demonstrated experience managing large geographic territories and complex construction operations.
- Strong working knowledge of fiber construction methods, permitting, utility coordination, and restoration.
- Working knowledge of Federal & State OSHA safety regulations for telecom industry.
- Proven ability to manage budgets, schedules, and performance metrics.
- Excellent leadership, communication, and problem-solving skills.
- Ability to learn new software and applications specific to the industry and position. Experience with GIS, project tracking, and work order management systems.
- Positive attitude and strong work ethic as this is a high productivity position with a large degree of autonomy.
- Clean driving record and valid driver's license.
- Professional appearance and customer service oriented. Ability to exercise good judgement, courtesy, patience and tact in public contact and problem resolution.
- Ability to communicate effectively, both orally and in writing.

#### **Work Environment & Requirements**

- Frequent travel throughout the assigned district, including active construction sites.
- Ability to work in outdoor and field environments in varying conditions meeting physical demands with reasonable accommodations if necessary.
- After-hours availability for outages, emergencies, or critical construction activities.

*DFN is a drug free workplace. All employees are required to successfully complete a pre-employment drug screen as well as random and for cause screens during employment as applicable*