

Position Title: Chief Operating Officer

Reports to: Chief Executive Officer

Summary

The Chief Operating Officer (COO) reports to the CEO and manages the key operations of the organization including procurement, network design, provider negotiations and network build oversight so SWIFT effectively delivers #broadbandforeveryone in southwest Ontario, Caledon and Niagara.

RESPONSIBILITIES:

General Operations

Oversees and implements appropriate resources to ensure that the operations of the organization are appropriate.

- Responsible for the hiring and retention of competent, qualified staff and consultants for area of responsibility
- Responsible for managing staff and consulting resources in area of responsibility and ensuring all goals, objectives and milestones are met
- Responsible for preparing reports and correspondence to internal and external stakeholders and partners

Network Procurement and Construction

Responsible for procuring, contracting and network construction oversight.

- Prepare and submit an annual operations and capital budget to the CEO and Finance in preparation for review and approval by the Board;
- Accountable to manage effectively within approved budget, and report accurately on progress made and challenges encountered
- Responsible for resourcing staff and consultants for SWIFT network build out
- Responsible for oversight of Telecom Service Providers that will build the SWIFT network

- Responsible and accountable for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position
- Responsible and accountable for achieving project deliverables (quality, time and financial)

General

- Provide leadership and guidance to the team
- Working in co-operation with the CEO to represent SWIFT with external constituency groups, including community, governmental, and private organizations.
- Be passionate about SWIFT's mission of providing #broadbandforeveryone in the project area

Working Conditions

Normal working hours are a 37.5 hour week with overtime required from time to time to deal with emergencies, deadlines, special events and peak periods. Required to maintain a professional public image of SWIFT to governments, other outside organizations, and the public.

Works in a high profile public office with the requirement to juggle priorities, deal with frequent interruptions and changing demands during the course of a working day while maintaining a pleasant, professional and positive demeanour. Required to maintain complete confidentiality and discretion due to the sensitive nature of financial, administrative, personnel, and policy matters.

Some travelling throughout southwestern Ontario is required for performing the work.

Contacts

Internal Working Relationships

Internal contacts include the CEO, Board Members and other staff and consultants.

External Working Relationships

External contacts include municipal governments, municipal agencies, provincial ministries, telecom providers, various stakeholders, the general public and the media.

Knowledge and Skill

- Bachelor's degree in a related field
- Ten or more years senior management experience

- Experience/exposure with large technically complex projects
- Transparent and high integrity leadership
- Experience with large/complex Telecom construction projects
- Proven success designing network solutions for enterprise and service provider environments
- Experience interacting with Tier-1 telecommunications service providers as well as software/hardware vendors
- Knowledge in the development of, and conformance to service provider SLAs
- In-depth knowledge of the TeleManagement Forum (TMF) eTOM model, workflow, as well as process management and process decomposition
- Proficiency and proven ability in architecting service provider solutions for residential broadband and enterprise service delivery
- Solid, hands-on, budget management skills, including budget preparation, analysis, decision-making and reporting
- Strong organizational abilities including planning, delegating, program development and task facilitation
- Strong written and oral communication skills
- Demonstrated ability to oversee and collaborate with staff
- Valid Driver's license.