**Field Tech Manager**

**Key Responsibilities**

1. **Team Leadership and Supervision**:
   * Oversee the daily operations of field technicians.
   * Assign tasks, schedule shifts, and ensure that technicians are well-prepared for their assignments.
   * Provide on-site leadership and support, including troubleshooting and problem-solving assistance.
   * Excellent time management skills
2. **Training and Development**:
   * Train new hires and provide ongoing training and support to existing staff.
   * Ensure that all team members are up-to-date with the latest technology and Verizon's standards and practices.
3. **Quality Control and Compliance**:
   * Monitor the quality of work performed by the team to ensure it meets Verizon's standards.
   * Ensure compliance with all safety guidelines and company policies.
4. **Performance Management**:
   * Evaluate the performance of team members and provide feedback and coaching to improve efficiency and effectiveness.
   * Handle performance reviews and contribute to decision-making on promotions, rewards, and disciplinary actions.
5. **Customer Service and Satisfaction**:
   * Ensure high levels of customer service and handle advanced customer issues that are escalated by team members.
   * Act as a point of contact for customer complaints that require a higher level of expertise or discretion.
6. **Reporting and Documentation**:
   * Prepare and review reports on team performance, job completion rates, and other metrics.
   * Ensure accurate documentation of all field activities.
7. **Collaboration and Communication**:
   * Work closely with other departments, including customer service, sales, and network operations, to ensure a cohesive operation.
   * Communicate effectively with superiors and peers to relay important information and updates.

**Qualifications**

1. **Experience**:
   * Several years of experience as a field technician, preferably within telecommunications.
   * Proven track record of managing teams or leading projects.
2. **Skills**:
   * Strong technical skills relevant to Verizon’s operations (e.g., telecommunications equipment, network troubleshooting).
   * Excellent leadership, communication, and interpersonal skills.
   * Ability to train and motivate team members.
   * Expert in Microsoft Office tools
   * Strong problem-solving skills and the ability to manage multiple tasks efficiently.
3. **Education**:
   * A high school diploma is typically required, although a degree in a related field (e.g., Electronics, Telecommunications) can be an advantage.
4. **Certifications**:
   * Relevant technical certifications (e.g., from manufacturers or industry organizations) are highly valued.
5. **Other**:
   * Willingness to work in various locations and under different weather conditions.
   * Availability for emergency response situations and outside normal working hours as needed.

This job description outlines the role of a Field Tech Lead who not only manages the practical aspects of field operations but also serves as a key leader within Verizon’s operational structure, ensuring that both customer and company needs are met effectively.