

Our name is FRONTLINE.

We are a pioneering Canadian technology company. We use our proprietary true fibre optic network to deliver unlimited ultra-high-speed internet, 4K compatible HDTV, home phone services and smart sensor technology to create smarter condos and enable those who choose condo life to be future-ready, today.

We are also leaders in managed IT services. Many of Canada's leading financial services companies depend on the reliability and sheer power of our ultra-high-speed fibre optic network and services to meet their exacting business needs.

Want to be part of a team where true technological innovation will enable users to leap forward not inch forward?

Then we should talk.

## **VP, Operations (Residential Services)**

### **Business Strategy:**

- Develop, communicate and implement business strategies, plans and procedures.
- Set comprehensive goals for performance and growth for install, project management, marketing, sales, customer service and technical teams.
- Responsible for the overall direction of operations and the setting of strategic goals and long term objectives for residential business.
- Actively participate in cross-business planning activities to develop business objectives, priorities and strategies across residential line of business.
- Provide input and help assess strategic business opportunities, including mergers and acquisitions, and partnerships to maximize long-term growth and success.
- Plan and conduct periodic business planning and review meetings with strategic vendors to ensure alignment and commitment to mutual success.
- Develop and monitor key performance indicators that demonstrate progressive improvements in efficiencies, accuracies and scaling of residential business.
- Demonstrate leadership in openness and transparency in communicating throughout your organization.
- Foster a performance-oriented culture, and drive accountability amongst associates to optimize decision-making, customer satisfaction, and organizational effectiveness and efficiency.
- Establish an organizational climate conducive to attracting talent, maximizing staff member potential and productivity, and retaining key personnel.
- Ensure there is clear definition of roles and responsibilities and full accountability for each functional role.
- Implement a succession plan to strengthen the organization and minimize risks associated with attrition of key performers.
- Develop, implement and monitor service and performance standards with Executive Leadership.
- Oversee the introduction of service improvements and adjustments to meet industry standards.
- Ensure well defined procedures that minimize exposure and mitigate risk are documented and implemented in operations.
- Identify and analyze areas for improvement; develop and implement appropriate solutions.
- Measure the effectiveness of all processes, internal and external. Provide timely, accurate and complete reports to the President and CEO.
- Act as a point of escalation for clients and internal stakeholders when addressing operational issues or challenges.

## **Team Management:**

- Manage field install, sales, marketing, project management and customer service teams (“Team Members”)
- Work with and coach Team Members to ensure deliverables are met.
- Establish and maintain client satisfaction, ensuring all employees demonstrate a dedicated service orientation; ensuring conditions of client contracts are met.
- Ensure a safe work environment is maintained and health and safety practices are consistently followed and updated as required, and that all health and safety concerns or violations are addressed and resolved.
- Support the leadership team in daily operational needs and assists in leading Team Members in the execution of their tasks.
- Participate in semi-annual review process for Team Members in their area of responsibility.
- Participate in weekly one-on-one feedback process for Team Members in their area of responsibility.
- Support on-the-job training and development of Team Members through knowledge-sharing and provides insight into their performance.

## **Operations:**

- Foster an environment in support of operational excellence by putting into place effective Service Level Agreements (SLA's) and Standard Operating Procedures (SOP's).
- Ensure compliance with company and regulatory requirements within the residential business.
- Develop and maintain strong relationships with key external stakeholders and service providers.
- Maintain oversight of key operational initiatives to further enhance processes/improve efficiency and quality.
- Maintain familiarity with industry advances/improvements and share such learnings to Executive Leadership.
- Participate in the preparation and delivery of client presentations.
- Ensure there are ongoing programs for measuring vendor performance, qualifying new suppliers and reducing costs in partnership with R&D.
- Provide support to the warehousing and logistics functions as required.

## **Sales & Marketing:**

- Participate in opportunity pipeline reviews with client managers and sales management to assist with demand forecasting and determine the optimum expansion of the subscriber base.
- Demonstrate leadership in developing strategic marketing plans for subscriber expansion.

## **Financial Management:**

- Manage the residential business P&L within the operating budget.
- Effectively leverage relevant vendor/supplier relationships to minimize costs.
- Budgetary responsibility and regular variance reporting against budget for residential business operations.
- Assist in the development of annual budgets and budget revisions.
- Contribute to fiscally responsible management of resources by reviewing operations expenditure requests for reasonableness and cost versus benefit.

## **Required Qualifications:**

- 10 years experience in telecommunication industry.
- Strong relationship building and negotiation skills in dealing with both internal and external stakeholders.
- Ability to work in collaboration with others.

- Relevant technical degree and certifications.
- Strong ability to collaborate with engineers, architects, trades, provincial/municipal regulatory bodies and MDU management.
- Solid organizational and problem solving skills.
- Self-starter approach with initiative.
- Ability to work in a fast paced, changing environment with minimal direction.
- Flexibility to work extended hours as needed within the 6 days of the week. Please note that during major installations there will be some evening, weekend and occasionally holiday work that is expected
- Ability to pass and maintain full security clearance as required (Criminal/Credit Checks).