



SUPERVISOR

Responsibilities

- Support assigned technician group with all operational needs and ensure locates are completed correctly, safely, and efficiently
- Coach, develop, and build strong rapport with assigned technicians
- Train and develop technician's skills
- Troubleshoot difficult locates with technicians
- Ensure technicians have adequate inventories/supplies
- Review technicians' daily workload and analyze for areas of improvement
- Complete JBOs in a timely manner and coach any area of concern
- Perform high priority audits as needed
- Thoroughly investigate damages as they occur
- Review SAMSARA footage and address concerns as needed
- Review GPS Exception Report daily and address concerns as needed
- Build a strong team culture by serving as a positive role model
- Partner with HR and Field Leadership to address employee relations issues
- Ensure policies and procedures are followed
- Wear appropriate PPE and follow established safety procedures and policies
- Locate and mark underground utility lines as needed

Qualifications

- Must have currently attained the rank of Technician 4 or higher and earned Field Trainer and CDI credits
- 3+ years of leadership experience or Lead Tech experience preferred
- Driver and Quality scores of eight (8) or higher are required

Required Skills

- **Stress Management:** ability to carry out job responsibilities effectively and exercise sound decision making in a chaotic environment
- **Work Ethic:** belief that work and diligence have a moral benefit and strengthen character and individual abilities
- **Professionalism:** ability to act in a manner that reflects positively on USIC
- **Solution-oriented:** ability to be creative and utilize critical thinking when faced with a problem
- **Accountability:** Taking responsibility for one's own actions, team's actions, and the outcome
- **Written Communication:** ability to convey information or ideas through written word
- **Verbal Communication:** ability to effectively convey directives, processes, feedback as well as receive feedback from direct reports
- **Adaptability:** ability to adjust quickly and effectively to changing circumstances
- **Computer:** ability to proficiently use and navigate all necessary computer applications and programs
- **People:** ability to interact and communicate with others in a way that builds trust and credibility
- **Punctuality:** ability to be prompt, attend obligations on time, and ensure deliverables are met by the given deadline
- **Assertiveness:** ability to express thoughts, ideas, and expectations with team in a firm, self-assured, and considerate way
- **Time Management:** ability to organize and plan how to divide time amongst different responsibilities