



## OPERATIONS LEAD

**Reports To:** Chief Economic Development Officer

**Location:** Sacramento, California

### **About the Organization:**

Golden State Connect Authority (GSCA) is a leading Open Access fiber network operator dedicated to expanding broadband access in underserved communities in rural California. By partnering with municipalities, contractors, and rural stakeholders, we deliver reliable, scalable networks that empower local residents and businesses. As a wholesale provider, we enable Internet Service Providers (ISPs) to offer exceptional service to their communities through our Open Access network.

GSCA's Operational Partner is UTOPIA Fiber, the largest open access, fiber, network administrator in the U.S. This position will work with and support the UTOPIA Fiber Operations Team.

### **Position Overview:**

The Operations Lead will oversee and manage all operational activities in California, coordinating closely with the executive teams of both Golden State Connect Authority and UTOPIA Fiber. This individual will oversee network operations, field services, customer order fulfillment, and infrastructure protection. They will act as a critical liaison for ISPs operating on our Open Access network, ensuring they are successful in delivering high-quality service and exceptional customer experiences. This role also includes engaging with local municipalities, leveraging a data-driven approach to performance management, and maintaining compliance with utility and operational regulations.

### **Key Responsibilities:**

1. **Operational Leadership:**
  - Serve as the primary operational leader in California, coordinating between Golden State Connect Authority, UTOPIA Fiber, and other stakeholders.
  - Support all network operational activities, including marketing and branding, customer service, sales, GIS, network management and engineering, ISP recruitment and management, and field service with adherence to best practices and engineering standards.
2. **Internet Service Providers Recruitment & Management:**
  - Support UTOPIA Fiber (primary point of contact) with ISPs operating on the Open Access network, facilitating their success and ensuring smooth collaboration.
  - In support of UTOPIA Fiber, work with ISPs to address operational challenges, improve service delivery, and maintain exceptional customer experiences for their end users.
  - In support of UTOPIA Fiber, coordinate with ISPs on customer sign-ups, order fulfillment, and issue resolution to ensure timely installations and consistent network reliability.
3. **Field Services Management:**
  - Coordinate with UTOPIA Fiber on field service operations, including first-touch customer interactions, on-premises support, damage investigations, and break-fix repairs.
  - Ensure high-quality customer experiences during all field service engagements.
4. **Infrastructure Protection and Compliance:**

- In support of UTOPIA Fiber, work with third-party Outside Plant (OSP) locating contractors to ensure compliance with California utility locating laws.
- Ensure timely marking to protect network infrastructure from excavator damages.
- 5. **Customer Order Fulfillment:**
  - In support of UTOPIA Fiber, collaborate with order fulfillment teams to ensure timely and efficient service activation for new customers.
  - Monitor customer journeys to ensure seamless installation and exceptional customer satisfaction.
- 6. **Data-Driven Performance Management:**
  - Support UTOPIA Fiber in the establishment and tracking of KPIs and metrics to monitor operational performance, ISP satisfaction, and end-user experience.
  - Report metrics and insights to senior leadership at Golden State Connect Authority and UTOPIA Fiber.
- 7. **Stakeholder Engagement:**
  - Act as a liaison with counties and cities served by the network, building strong relationships and addressing community needs.
  - Represent the organization in public meetings, ensuring alignment with local and regional priorities.
- 8. **Collaboration with Executive Leadership:**
  - Regularly communicate operational updates, challenges, and successes to the executive teams at Golden State Connect Authority and UTOPIA Fiber.
  - Participate in strategic planning to align operational activities with organizational goals.

**Qualifications:**

- **Education & Experience:**
  - Bachelor's degree in Telecommunications, Engineering, Business Administration, or a related field.
  - 10+ years of experience in public works or community-wide project management, with at least 5 years in a senior leadership role.
- **Technical Expertise:**
  - Experience managing utility locating contractors and ensuring compliance with state regulations.
- **ISP and Stakeholder Management:**
  - Proven ability to manage relationships with ISPs, ensuring their success on an Open Access network.
  - Strong interpersonal and communication skills for building partnerships with ISPs and community stakeholders.
- **Leadership & Communication:**
  - Demonstrated ability to lead cross-functional teams and manage complex priorities.
  - Excellent written and verbal communication skills for internal and external collaboration.
- **Data-Driven Management:**
  - Expertise in using KPIs and metrics to drive operational excellence and improve customer experiences.

**Preferred Qualifications:**

- Experience with Open Access fiber networks and wholesale telecommunications models.
- Familiarity with California utility and operational regulations.
- 10+ years of experience in telecommunications or network operations, with at least 5 years in a senior leadership role.
- Strong knowledge of network operation centers, field service operations, and engineering standards.
- Master's degree in a related field or PMP certification.

**Key Competencies:**

- Results-driven leader with a focus on operational excellence.
- Exceptional relationship-building and stakeholder management skills.
- Strong problem-solving, strategic thinking, and organizational abilities.
- Detail-oriented with a commitment to delivering outstanding customer and ISP experiences.

**Compensation:**

This is a senior leadership role offering a competitive compensation package, including salary and California Public Retirement System (CalPERS) benefits.

Salary Range:                   \$175,000 to \$225,000

**To be considered:**

***Please submit cover letter and resume to the attention of Barbara Hayes at [bhayes@rcrcnet.org](mailto:bhayes@rcrcnet.org) no later than Friday, April 18, 2025.*** A team comprised of representatives of Golden State Connect Authority and UTOPIA Fiber will review submitted materials and conduct interviews. All initial interviews will be conducted virtually. It is anticipated that interviews will take place during the last week of April and/or first week of May 2025.