

## Operations Manager

Skywave Communications, Inc., a Motorola Solutions Service Elite Specialist, Motorola Solutions Manufacturer Representative Elite Specialist, and Certified Service Center is currently seeking an Operations Manager based in our Rochester, NY headquarters location.

The Skywave Communications team consists of highly experienced professionals who design, install and maintain public safety communication networks and equipment. We offer exceptional quality emergency communications infrastructure and system support services.

The ideal candidate for this position should have managerial experience and technical skills with RF Communications in the 911/Public Safety Communications sector. Previous exposure to mission critical communications equipment and peripheral hardware installation of base stations, repeaters, mobile devices, and/or portable devices is a plus.

### Responsibilities:

- Managing the daily operations of Skywave's technical team
- Setting schedules and organizing upcoming field work, installations and projects
- Resource management
- Project management and other related activities
- Building and maintaining customer relationships
- Maintaining a safe and healthy work environment by following and enforcing standards and procedures such as R56 and CSC operational requirements
- Working with administration to review and ensure compliance with operational policies, procedures and systems
- Extensive interaction with Skywave Team members including owners, customer organizations, and Motorola Solutions
- Addressing employee performance and corrective action plans, if/when necessary
- Familiarity with mobile, portable radio equipment, dispatch consoles, and microwave systems, using both conventional and trunked radio technologies
- Providing input to assist with constructing customer quotes/proposals
- Other duties as needed
- Some travel and on call may be required

### Qualifications:

- Bachelor degree or equivalent experience
- Leadership and organizational skills
- Interpersonal abilities
- Ability to build and maintain team cohesiveness
- Motivated and flexible
- Excellent verbal/written communication and interpersonal abilities
- OSHA10 certification or ability to obtain
- Knowledge of G Suite/Google Workspace

### Requirements:

- MUST possess a current, valid driver's license and proof of insurance
- MUST be able to pass a criminal background check
- MUST be able to pass a drug test
- MUST be based in the Greater Rochester, NY area; relocation assistance is available