

JOB DESCRIPTION: Site Development Manager

LINE MANAGER: Bursar/Business Manager

SALARY: Leadership Pay Scale

**JOB PURPOSE**

The Manager, Site Development, is responsible within a given geographical territory for overseeing all site development activities, including site identification, lease negotiations, zoning, permitting and regulatory compliance for all product lines, including new towers, carrier installations, re-development, backup power and any other enterprise initiatives, ensuring the successful completion of all required approvals and the seamless integration of the construction functions throughout the deployment cycle. The incumbent must be an expert within the organization with an in-depth knowledge of site development and will develop best practices to improve internal processes. The Manager, Site Development will drive strong internal and external customer service and must be successful at ensuring client relationships are well maintained at the market level, all while ensuring project timelines are met and stay within budget. The incumbent must be able to act as a market manager, directing the work of Project Managers and contingent workers to complete multiple projects with the support of third-party vendors. The incumbent will coordinate the work and manage projects and budgets to meet deadlines and customer expectations, while maintaining proscribed quality standards.

**Qualifications**

**ESSENTIAL DUTIES:**

* Manage all deployment activities, including but not limited to site acquisition, leasing, due diligence, zoning, pre-construction services, architectural and engineering services, permitting, internal pre-deployment meetings, client deployment meetings, tech teams, caravans and closeout packages.
* Manage multiple projects, employees, contingent workers and vendors to meet project timelines and proscribed quality standards.
* Ensure all products lines are developed within the standards set forth in applicable policies and procedures.
* Create, update and manage individual project budgets to ensure an acceptable profit margin and returns on investment are attained.
* Proactively build and maintain strong customer relationships, maintain consistent communication and manage customer needs and expectations by meeting project timelines.
* Collaborate with Sales and Program Management departments to set proper customer expectations and then deliver a quality product on time and within budget.
* Proactively identify potential risk issues and collaborate cross-functionally to develop a preventative action plan to address them.
* Serve as single point of contact for all client/customer escalations, including with Services, Collocations, Legal, Engineering, Landlord Issues, and Operations departments.
* Coordinate with internal teams on project-specific escalations as presented by the client/customer and resolve project-related contingencies.
* Ensure repeat business at the market level through sustainable and repeatable processes and performance against customer expectations.
* Ensure that department’s goals, objectives, quality standards, policies and procedures are adhered to and met and that consistent communication occurs throughout area of responsibility, both within the department and across the organization.
* Maintain on a daily basis milestones within the project database and communicate project updates and timelines to Construction and Program Management departments.
* Coordinate with Regional Construction Manager and Supply Chain department to identify and partner with select vendors to perform outsourced services; review and approve project expense requests, purchase orders and vendor invoices.
* Develop successful working relationships with all cross-functional teams to ensure project-related action items are reviewed and addressed in a timely manner; take lead to provide proactive updates to customers.
* Manage all internal processes and clearances to ensure and document compliance with policies and procedures prior to releasing any project to Construction group.
* Identify and implement systems optimization and process improvements.
* Provide training and guidance to Project Managers.
* Act at times as a market manager, responsible for several projects and management of internal employees, contingent workers, and third-party vendors.
* Ensure the correct delegation, execution and follow up of work; ensure quality standards and policies are met
* Matrix manage outside vendors and contractors to ensure performance expectations and customer satisfaction

**OTHER:**

* Other duties as assigned

**SUPERVISORY RESPONSIBILITIES:**

* Supervise and manage the performance of Project Managers, the number of which will depend on current needs.
* Recruit, develop and retain staff, partnering with Senior Management, Recruiting and Human Resources. This includes on-boarding and orientation for new hires.
* Provide disciplined performance management. Define and communicate annual goals, perform formal and informal performance reviews, and ensure changes and updates are communicated in a timely and professional manner.
* Create strong collaborative team environment and successfully matrix manage employees at all levels who are not direct reports.
* Proactively identify and resolve personnel issues in conjunction with Human Resources.\

**QUALIFICATIONS:**

* Excellent project management, site acquisition, zoning and permitting skills; expertise in land planning preferred.
* Demonstrated successful track record of effective matrix management and management of outside contractors and/or vendors.
* Proven success in effectively managing through influence and directly by prioritizing tasks for self and team to meet requirements and deadlines
* Ability to solve complex problems for issue resolution and creatively and resourcefully resolve elevated issues while applying sound judgment and accountability.
* Sound financial analysis and budgeting skills.
* Ability to work in a time-sensitive and high volume environment with functional groups and different level of employees to effectively and professionally achieve results.
* Strong follow-up skills; ability to organize department timelines and follow up with internal and external customer needs.
* Strong written and oral communication skills, including the ability to present ideas and suggestions clearly and effectively.
* Self-motivated, able to work independently to complete tasks and respond to department requests and to collaborate with others to utilize their resources and knowledge to identify high quality solutions.
* Strong relationship-development skills resulting in long-term, mutually beneficial client relationships.
* Strong organization, planning and project management skills; ability to prioritize tasks for self and team to meet requirements and deadlines.
* Strong leadership skills; ability to drive and motivate team to achieve results.
* Ability to identify key contacts for follow up; excellent ability to communicate project and status updates to team and cross-functionally to ensure understanding.
* Good strategic and problem solving skills to effectively influence decision making in key negotiations.
* Ability to set expectations and manage a team.

**EDUCATION AND EXPERIENCE:**

* Four-year college degree in Business, Planning, Engineering, Construction Management or equivalent work experience in the wireless site development industry required.
* Minimum 7 years of work-related experience in the wireless site development industry project management, and vendor management experience required.
* Demonstrated expertise in managing wireless site development professionals through prior experience with network deployment projects, site acquisition or construction management responsibilities required.
* Minimum 3 years of supervisory experience preferred.
* Strong working knowledge of all aspects of the wireless tower industry, including knowledge of tower citing and construction, engineering, zoning, tenant and ground leases, and regulatory compliance preferred.

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| Signed by post-holder | Signed by line manager | Date | To be reviewed |
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