

| <b>POSITION PROFILE</b>                             |                               |
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| <b>POSITION:</b> Regulatory Manager                 | <b>DEPARTMENT:</b> Regulatory |
| <b>CUSTOMARY WORK HOURS:</b> 8:00 a.m. to 4:30 p.m. |                               |
| <b>CUSTOMARY WORK DAYS:</b> Monday - Friday         |                               |
| <b>SALARY GRADE:</b> Salaried                       | <b>STATUS:</b> Exempt         |
| <b>REPORTS TO:</b> Financial Director               |                               |

**POSITION SUMMARY**

The Regulatory Manager is accountable for all regulatory activities including timely and accurately reviewing, researching, evaluating and implementing all regulatory and legislative decisions and issues; preparing and/or approving and filing all regulatory, governmental, and compliance reports, claims, or data requests; preparing, verifying, and/or approving all usage, reports, billing, and/or revenue associated with the use of our network by other carriers/customers; all advice letter and tariff filings, and; all other regulatory activities as directed by the Financial Director. Responsibilities associated with regulatory and legislative decisions and directives include strategic planning in cooperation with the Financial Director, and coordinating the implementation of the requirements of these decisions and directives within the Company, including informing Company personnel as to the impact of these decisions and directives on the Company. The Regulatory Manager serves as the CPNI Compliance Officer and is also the direct supervisor of the Compliance Administrator, Regulatory Analyst, and Staff Assistant - CABS. Access and exposure to highly sensitive documents, materials and conversation requires strict confidentiality on the part of the Regulatory Manager.

**PRINCIPAL ACCOUNTABILITIES**

DAILY

- Accountable for all aspects of the Regulatory Department’s activities
- Establishes, maintains, and monitors departmental practices, procedures, and activities, including staff’s responsibilities, to ensure efficient department operation in compliance with required rules and regulations and to ensure the timely and accurate filing of all reports, data requests, bills, and other information
- Monitors, evaluates, and implements all relevant regulatory, legislative and other related industry correspondence, activities, and issues that may impact the Company
- Provides Company personnel with updated information on issues relevant to their responsibilities
- Interacts with other departments in order to coordinate or evaluate their compliance with regulatory requirements
- Insures all usage and billing base information used in the preparation of all CABS, regulatory, governmental, and compliance reports are accurate
- Proactive involvement in the Company’s Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties

PERIODIC

- In cooperation with Financial Director, determines requirements of particular regulatory activity or projects and then coordinates their implementation, working with other departments as required
- Conducts internal meetings with other departments in order to discuss project implementation issues
- Works with external companies, agencies, or consultants, as necessary, to gather, evaluate, and analyze information relevant to given projects
- In cooperation with Financial Director, coordinates the completion of data requests and files with appropriate governmental or industry agency

- In conjunction with Compliance Administrator and other staff, as necessary, insures the timely and accurate preparation and filing of all monthly, quarterly, annual or periodic regulatory, governmental, and compliance reports, claims, or requests for information
- In conjunction with Compliance Administrator, prepares or oversees the preparation, including the preparation of all support material, and files the annual cost studies and USF submissions, utilizing consultants, as necessary
- Prepares and records Part 64 cost allocations on a semi-annual basis, insuring in conjunction with the Financial Director, that the cost allocations are consistent with FCC rules and company operations
- In support of the Financial Director or independently, as directed, participates in open CPUC proceedings, evaluating potential impacts on the company and by providing input or information through the attorneys related to requests for information, comments, proposed decisions, or other activity related to the proceedings
- Prepares and distributes informational papers/e-mails on the impact of particular regulatory, legislative, or related industry issues
- Updates and maintains CABS to insure rates and other billing information are accurate
- Interfaces with NECA for the proper management of system information, rate application, and tariff application.
- Develops reports for the proper management of CABS, traffic studies, and other IVue/Quintrex system data.
- Oversees the preparation and distribution of regulatory required customer notices
- Assists other department managers, supervisors, and administrative assistants in responding to data requests and compiling information for special projects and studies
- Responsible for the proactive preparation and timely filing of all advice letters and tariff filings as required by the CPUC, FCC, Marketing/Customer Services Department, or Company management
- Responsible for responding to CPUC or FCC complaints, coordinating with other managers as necessary
- Works with external companies or agencies on required audits
- Ensures timely and accurate preparation of general ledger account reconciliations on assigned accounts and resolves any resulting issues in a timely manner
- Coordinates and implements, or oversees the implementation, of changes to the master item code list, as necessary
- Represents department in management meetings
- Represents Company in industry meetings and on committees
- Provides support to other departments on Company projects, as necessary
- Prepares interim and annual evaluations of regulatory personnel on a timely basis, including wage recommendations
- Responsible for special projects as assigned by Financial Director
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

## **KEY PERFORMANCE FACTORS**

### LEADERSHIP

- Expresses positive expectations of others
- Manages meetings well
- Keeps employees informed (e.g., gives relevant information; lets people affected by a decision know what is happening)
- Encourages group participation
- Promotes the effectiveness of the group through team assignments, cross-training, etc.
- Solicits and values input from employees
- Makes sure the practical needs of the group are met (e.g., resources, staffing, information)
- Surfaces conflict or takes action to address problems within the department
- Resolves employee issues in a calm, fair manner

### DEVELOPING OTHERS

- Asks questions to develop the ability of others to think through problems

- Gives constructive feedback (e.g., explains what was done well and how to improve on tasks that were poorly executed)
- Accepts and supports others' views, recommendations or actions
- Gives others latitude to do a task in their own way, providing the opportunity to make and learn from mistakes
- Clearly defines parameters, but keeps direction flexible
- Arranges appropriate and helpful assignments to foster employees continual learning and growth (e.g., adds new responsibilities, delegates specific projects, assignments, or tasks to recognize and reward for development)

#### DISCIPLINED ACTION

- Takes action quickly to address present opportunities or problems
- Analyzes causes and determines the reasons for shortfalls or problems
- Develops action items to address problems
- Based on available facts and relevant information, acts quickly and decisively in a crisis situation (where the norm is to wait, "study," or hope that problem will resolve itself)
- Thinks in "big picture" terms, taking action to minimize potential problems or risks, or capitalize on opportunities

#### FOCUSING PERFORMANCE

- Monitors and tracks departmental progress against departmental goals
- Involves employees in setting departmental and individual goals
- Clearly communicates performance expectations to employees
- Measures employee performance against clearly established standards and goals
- Makes sure group efforts remain on-track and are not diverted by competing priorities or interests
- Takes specific steps to resolve performance problems directly and constructively
- Provides direct feedback on performance to each employee
- Makes specific changes to work processes or applies "best practices" to improve individual or departmental performance

#### ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, tries to fit in). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

#### DEPARTMENTAL MANAGEMENT

- Develops and manages strategic and tactical plans and departmental goals
- Establishes performance and quality standards for department
- Manages multiple tasks simultaneously by prioritizing activities, managing time efficiently, and delegating effectively
- Quickly responds to organizational or departmental needs
- Oversees resource use by planning and controlling budgets and matching existing needs (e.g., production, customer service) with resource requirements
- Monitors and ensures progress toward objectives without spending too much time on detail
- Adapts own approach as the requirements of a situation change (this includes accepting changes in one's own organization or job requirements as needed)
- Manages human resources by setting appropriate staffing levels making good people/job matches, and monitoring work output. Makes staffing changes as needed to ensure departmental success

### **PHYSICAL REQUIREMENTS**

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time

- Must have ability to stand, sit , squat, bend kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position
- Must be able to lift 20lb. maximum with frequent lifting and/or carrying objects weighting up to 10lb.

## **QUALIFICATIONS**

### EDUCATIONAL REQUIREMENTS

- Bachelor degree, with emphasis in Accounting, Business Administration, or related field

### TECHNICAL REQUIREMENTS

- Computer literate, with emphasis on Microsoft Word, Excel and Access
- General knowledge of the operation of a local exchange company
- Knowledge and experience with a local exchange company state and federal regulatory environment
- Conceptual and practical understanding of general accounting
- Proficient in the use of computerized accounting with an emphasis on Microsoft Office products
- Knowledge in NISC IVUE accounting and customer billing software desirable
- Experience with NISC IVUE query capabilities
- Experience in telephony, including with FCC Part 32 accounting rules, desirable
- Management and supervisory experience necessary
- Possesses and maintains a valid and unrestricted class “C” driver’s license, with driving records that provides insurability under the Company’s vehicle insurance carrier and within the guidelines of the Company

### WORK EXPERIENCE

- 10 years of experience with a local exchange company with accounting, regulatory, and/or management responsibilities
- Minimum of five years of experience in a position responsible for managing the regulated and financial aspects of a small local exchange company
- Minimum of three years of experience in a position with overall management responsibilities

## **ENVIRONMENTAL CONDITIONS**

### GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

***THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.***

| <b>APPROVALS</b>                |              |
|---------------------------------|--------------|
| <b>DEPARTMENT SUPERVISOR:</b>   | <b>DATE:</b> |
| <b>DEPARTMENT MANAGER:</b>      | <b>DATE:</b> |
| <b>HUMAN RESOURCES MANAGER:</b> | <b>DATE:</b> |