

JOB DESCRIPTION

Department: Cable Telecommunications

Date: October 2014

Job Title: CATV Service Operations Supervisor

Shift: Days

Employment Status: Full Time – Salary – Exempt

Regular Hours/Week: 40 hours
After hours Standby requirements

Required Drivers License: Operators

General Statement of Duties: An employee in this classification will perform a variety of technical duties and have supervisory responsibilities associated with the HFC Cable Telecommunications Maintenance Technicians, Service Technicians and others as assigned. This positions responsibilities also include Cable TV Telecommunications System Plant from head end to node to tap and Customer Service Drops from the tap to the customer premise equipment encompassing all aspects of service drop and in home wiring, and all the services provided via that wiring (Cable TV, Internet, Phone), for residences and businesses and will deal with customer relations and customer problem resolution.

Supervision Received: Work is performed under the general supervision of the Telecommunications Assistant Superintendent or an employee of higher grade or as directed.

Supervision Exercised: Supervision shall be exercised over the Maintenance Technicians and Service Technicians and others as may be assigned and the employee will be required to organize their own work.

Essential Job Functions: An employee in this job title may be called upon to perform any or all of the following tasks: Assist and provide technical expertise regarding the installation and maintenance of service drops, in house wiring, Cable TV, Internet & Phone equipment (analog, digital, HD digital, modems and EMTA's), customer premise equipment and all associated hardware. Assist in the administration, development, installation, maintenance and repair of new and existing residential and business overhead and underground CATV Cable and Telecommunications HFC Plant equipment.

Direct and monitor the scheduling, routing, quality performance, production, customer relation and interaction, work order submission, time sheets and associated reports and paperwork of the Service Technicians & Converter, Modem, Dispatch Clerks. Provide expertise, and training to subordinate employees relating to service and installation work and troubleshooting of the CATV Service Drop System. Recommend improvements in work methods and equipment specifications. Achieve and maintain knowledge of new technologies, procedures and policies that continually occur in the telecommunications industry. Monitor and evaluate the work standards of subordinate employees as required. Assist in employee grievances. Assist in preparing budget estimates and purchase requisitions. Review and assist in the writing of specifications, reports and maintaining of daily time records, wiring diagrams and other records as may be required. Be available in emergency situations and rotate the on call duty as may required in emergency situations, work from a bucket or climb poles to heights of 20+' to maintain the CATV system operation. Be able to maintain a positive attitude, and the ability to work effectively with other employees and maintain Management / Employee relations. Possess mental alertness and dependability. In addition, the employee shall have the ability to accept, coordinate, take initiative, receive and/or solicit direction to complete other tasks as may be assigned.

Required Knowledge, Skill and Abilities: The successful candidate must have: Considerable knowledge and skill in regards to HFC Cable Telecommunications systems tools, test equipment, materials, safety standards, procedures, methods and practices required in the installation, maintenance, testing, construction and repair of a HFC Telecommunications Plant & CATV Service Drop System and all services delivered via that system. The ability to communicate and write effectively in English and to prepare accurate records and reports and to fully understand instructions. Tact in dealing with the public. Possess good mechanical aptitude and the ability to work with various hand and power tools. Possess good hand eye coordination, be in good physical condition and possess sufficient strength, endurance and agility required to perform heavy manual tasks under varying weather conditions as listed under the "Physical Demands of Position Section". Be able to maintain a positive attitude, and communicate and work safely and the ability to work effectively with other employees. Possess reasonable knowledge of the necessary safety precautions to be taken in working from heights and elevated platforms.

Minimum Qualifications: To be considered as a candidate for this position, an employee (he/she) shall have the minimum equivalent training and experience: Associate degree in Electronics Technology with three years CATV experience preferred. However, a minimum combination of advanced CATV technical training and five years CATV experience related to the service, installation, construction, maintenance and testing of various components associated to the CATV industry may be substituted. Supervisory experience preferred. The candidate must have a firm understanding of electronic theory relating to the CATV and telecommunications industry, its application and maintenance practices. A valid State of Michigan driver's license is required. In addition, the candidate shall meet the requirements of the "Safety Precautions" and "Physical Demands of Position" sections. Promotability will be determined by skill, accuracy in the performance of duties, educational development of Cable TV and electronic theory, and basic knowledge of the trade.

Equipment Used: The employee shall use and wear safety equipment such as a hard hat, safety glasses and other safety related equipment. The employee shall be required to learn, use and properly operate various test instruments and meters (e.g. signal level meter, VOM, Leakage Detection Meter, Return Path Meter, MTDR, OTDR, Spectrum Analyzer, etc.) , ladders, gas drills, saws, pumps, hand tools such as screw drivers, wrenches, and hammers, levers, ropes, slings block and tackle, various industry related materials, connectors and devices.

Safety Precautions : The successful candidate must be able to become CPR and first aid certified, wear protective equipment such as hard hats, respirators safety glasses, climbing safety belts and harnesses and be able to comply to all applicable MIOSHA/OSHA safety policies and procedures associated with working in confined spaces, with batteries, electronic equipment, and other industry associated work.

Physical Demands of the Position: The successful candidate must: Be able to work outdoors under extreme and varying weather conditions and indoors in homes and business and be able to work in confined spaces such as electric/CATV manholes. Be mentally alert, be creative, have good math abilities, have good judgment, speaking ability, and initiative. Be able to meet heavy physical demands requiring 80 pounds lifting (batteries and electronic equipment), 80 pounds carrying, and 100 pounds pulling (pulling of cable and lashing of strand). Be able to stand 20% of the time, walk 70% of the time and sit 10% of the time. Be able to perform the required climbing, working from high elevations of 60+', stooping, kneeling, crouching, crawling and extremes in reaching. Be able to speak, hear (to adjust sound levels), see (color vision required to determine TV color settings,), and have dexterous hands.

Rate: Salary – To Be Determined

APPROVED BY: _____
General Manager