

## **Ringgold Telephone Company Job Description**

<b>Job Title:</b>	<b>I&amp;R/Customer Service Technician II</b>
<b>Department:</b>	I&R Department
<b>Reports To:</b>	I&R Manager
<b>FLSA Status:</b>	Hourly, Non-Exempt
<b>Prepared By:</b>	
<b>Prepared Date:</b>	June 26, 2017
<b>Approved By:</b>	
<b>Approved Date:</b>	

**Summary:** The Customer Service Technician, Level II is responsible for timely, neat and efficient installation and repair of voice, data services, fiber and data circuits such as DSL to new and existing customers & completes installation of telephone facilities and special equipment on customer's premise. This position must also define problems and collect data that would lead to resolution of data problems.

### **Goals and Objectives**

Ensure completion of service orders in a timely efficient and courteous manner.  
Perform installation & repair duties in compliance with all applicable industry and company standards.  
Have a clear understanding of practices and procedures related to the field of data, fiber and voice services.  
Perform preventative maintenance tasks as identified in the plant network.  
Perform miscellaneous projects for Operations department as needed.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

### **Telephone & Broadband Services**

Install, troubleshoot and repair voice, fiber data and network service in compliance with all applicable industry and company standards.

Test cabling in outside plant & customers premises using provided test equipment.

Record test readings in RTC records. Leave customer information packet on the battery backup on fiber install and battery replacements.

Configure network wiring for service orders in remotes as required.

Install inside wiring of customer premises as requested by customer.

Determines type and quantity of equipment to be installed.

Maintain accurate information on all service orders and trouble tickets for plant and billing records, lease agreements and recording all serialized equipment.

Inform Customer Support Tech/Dispatch & Assignment Specialist and Customer Service employee that started the order of any problems or delays in performing installation or clearing troubles.

Complete Irregular Plant Sheets and emails a copy to the Engineering Group, copy CST Lead Tech and Manager of any plant irregularities or assignment problems.

Demonstrate mastery of color codes for telephone cables.

Provide customers with information and recommendations on additional features or services.

Performs software upgrades as needed

Maintain proper vehicle stock.

Maintain clean vehicle.

Perform cable repair and construction work as required.  
May require working aloft using pole climbing equipment, ladder or aerial lift

Serve as emergency call-out staff for one week each month, or as rotation requires.

Proper use of PPE equipment

Other duties may be assigned as dictated by the needs of the company.

Sells products and services and generate sales leads for the CSC Group.

### **Performance Expectations**

Through a time study conducted by the installation Manager, each installation and trouble type has an average time of install or repair. Must achieve this average of installations and repair times that has come out of the time study.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities

## **Competency**

To perform the job successfully, an individual should demonstrate the following Competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources.

**Diversity** - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Judgments** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action

plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Bachelor's degree (B. A.) from four-year College or university; or two to four years related experience and/or training; or equivalent combination of education and experience as follows:

Knowledge and understanding of how to properly run inside wire for phone, broadband and security alarm services.

Knowledge and understanding of troubleshooting techniques for phone, broadband and security alarm services.

Knowledge and understanding of TCPIP

Knowledge and understanding of Installation and troubleshooting techniques for Fiber Optic services

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **Computer Skills**

Use the company provided PC to access the Innovative Field Communicator, relations billing. Be able to use the VPN that has been established along with Windows Office

## **Certificates, Licenses, Registrations**

Installation & Repair Certificate

Basic Electricity Certificate

ADSL & Broadband Installation Certificate

PBX & Key system training certificate

Valid Drivers License

CDL (Optional)

Knowledge of low voltage construction

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions; extreme cold and extreme heat. The employee is frequently exposed to wet and/or humid conditions and high, precarious places. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.