Ringgold Telephone Company
Job Description

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

Summary:
The I&R/Customer Service Technician, Level I is responsible for timely, neat and efficient installation, troubleshoot and repair of voice services. Completes installation of telephone facilities and special equipment on customer's premise. This position is also responsible for answering customer questions and promoting company products and services.

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

Installation and Repairs
Install, troubleshoot and repair data and voice service in compliance with all applicable industry and company standards.
Determines type and quantity of equipment to be installed.
Inspects customer premises to ascertain location and space available for installation of equipment Orders equipment, prepares installation specifications, and monitors progress of installation to ensure facilities are ready on specified date. Specifies cable types, number of pairs, types of modular jacks, cross connects, hubs, intermediate distribution frames, and equipment racks.
Performs software upgrades as needed
Configure network wiring for service orders in remotes as required.
Install inside wiring of customer premises as requested by customer.
Maintain accurate information on all service orders and trouble tickets for plant and billing records, lease agreements and recording all serialized equipment.
Inform Customer Service employee of any problems or delays in performing installation or clearing troubles.
Inform Plant Records Technician of any plant irregularities or assignment problems.
Demonstrate mastery of color codes for telephone cables.
Works with Purchasing & Inventory Department to maintain proper level of equipment.
Investigates and resolves customer problems related to installation and repair of the system.
Attend training as needed
Maintain low voltage construction certification if required.
Ability to work in attics, basements, crawl spaces and other confined areas as necessary.
Performs work and uses hand tools at ground level and aloft on ladders or utility poles including step ladders and extension ladders.
Provide customers with information and recommendations on additional features or services.
Maintain proper vehicle stock.
Maintain clean vehicle.
Perform cable repair and construction work as required.
Serve as emergency call-out staff for one week each month, or as rotation requires.
Other duties may be assigned as dictated by the needs of the company.
Proper use of PPE equipment.

**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.

Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

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.
Judgement - 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 one to two 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 and phone installation. Knowledge and understanding of troubleshooting techniques.

**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, elations billing. Use the VPN that has been established along with Windows Office.

**Certificates, Licenses, Registrations**

BICSI Certificate

Installation of,

- Cable support systems
- Work area outlets
- Pulling cable
- Pre-termination
- Termination
- Connectors
- Testing
- Retrofits
- Safety
- Standards / Codes

Basic Electricity License
Valid Driver’s License
CDL (Optional)
Low voltage construction certification
Installation & Repair Certification

**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; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to sit. 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 high, precarious places. The employee is occasionally exposed to wet and/or humid conditions and risk of electrical shock. The noise level in the work environment is usually moderate.