



**HUMAN RESOURCES
DEPARTMENT**
City of Burlington

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To: City Council

From: Benjamin Pacy, Human Resources Generalist
Susan Leonard, Human Resources Director

Date: October 2, 2013

Re: Burlington Telecom – Creation of Limited Service, Full Time Telecom Support Specialist Position and Elimination of one of the three Customer Service Representative Positions.

As detailed in the attached memo and job description, the General Manager of Burlington Telecom has requested the creation of a Telecom Support Specialist position and the elimination of one of the three Customer Service Representative Positions. This change is being requested to address the increase need for installations and disconnections at a more rapid pace.

The position, which will report to the Working Foreman – Outside Plant at Burlington Telecom, as shown on the attached existing and proposed organization charts, is being recommended to remain at a Telecom Grade 7, non-union, non-exempt position as the majority of the position mirrors that of the Outside Plant Technician position. The corresponding hourly wage rate \$20.87 per hour (the Customer Service Representative Position classification is a non-exempt non-union Telecom Grade 1 with an hourly wage rate of \$18.94 per hour). Creation of this position will not result in an addition to headcount funded by Telecom, nor will there be any increase in expenditures as the Customer Service Representative position has been vacant since the start of the Fiscal Year. The newly created position will be posted for filling.

We respectfully recommend your approval of the General Manager of Burlington Telecom's request to create a Telecom Support Specialist position and eliminate one of the three Customer Service Representative positions. This action was forwarded to the City Council on recommendation of the Board of Finance.

This position will become effective following City Council approval and the Mayor's signature upon the resolution, of which a draft is attached.

Thank you.

BOARD OF FINANCE

25 September 2013

BURLINGTON TELECOM – CREATION OF TELECOM SUPPORT SPECIALIST POSITION

BT's 2014 Budget contemplated the hiring of an additional residential Customer Service Representative in July 2103.

In the light of current demands on staffing BT is requesting the BOF agreement to change this position to that of a Telecom Support Specialist in lieu of the current posted CSR position. The proposed change in position will improve overall staffing efficiency at BT through the recruitment of an individual who will be able to multi task between two skill sets:

- Be responsible for installation and repair with a shifted schedule to enable BT to begin regularly offering installation appointments after 4PM during weekdays and provide Saturday appointments.
- Be responsible with providing back up support to the Customer Service Department

BT's FY 2014 budget currently includes compensation of \$40,126.67 for a Customer Service Representative. The proposed pay band for the Telecom Support Specialist position is \$43,407.17. With an anticipated start date of November 1, 2013 for this proposed position, there will be no adverse impact or incremental cost to the current FY14 budget. The estimated FY 2014 costs of the proposed position will be \$28,381.50.

This proposal has been thoroughly discussed and agreed with HR, who are supportive of these organizational changes.

I will be out of town on business at the time of the BOF, but available by phone at any time during the BOF meeting should there be any questions or concerns that Stacey Trudo or Amber Thibeault, the managers proposing this change, are unable to answer to your satisfaction

Sincerely,

Stephen Barraclough
Burlington Telecom

City of Burlington Job Description

Position Title: Telecom Support Specialist

Department: Burlington Telecom

Reports to: Working Foreman – Outside Plant

Pay Grade: Range 7 BT Table

Job Code: 1160

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is mainly responsible, for FTTP (Fiber-to-the-Premise) installations, maintenance and repair of Burlington Telecom's transmission and distribution system. The position shall also serve as part of the customer service support team and shall be responsible for providing administrative support to internal and external customers.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position)

- Perform the installation, maintenance and repair of the transmission and distribution system.
- Participate in distribution system construction projects including any cost estimates.
- Ensure that FTTP (Fiber-to-the-Premise) installations and repairs conform to adopted industry standards.
- Part of the Burlington Telecom team to ensure any and all work performed is in support of all corporate goals and commitments to service.
- Ensure a safe working environment for self, employees and general public, by practicing work methods and elements in compliance with all applicable local, state and federal codes, standards, laws, and regulations; including, but not limited to National Electric Safety Code and OSHA.
- Participate in training opportunities as assigned and required.
- Identify and develop field equipment and hardware specifications.
- Create and maintain accurate, detailed records of Burlington Telecom's cable distribution system using facilities management system.
- Execute the closing of work orders after final job completion.
- Inventory control of equipment, including assignment of inventory to customer's account.
- Restoration of system outages related to the distribution system.

- Planning and design of distribution system improvements.
- Work in a supportive role with Network Operations for operation of the Class 5 voice switch to include installation, provisioning and maintenance.
- Work in a supportive role with Network Operations for operation of the electronics transport system to include installation, provisioning and maintenance.
- Preparation of the Outside Plant area's budget.
- Investigation and resolution of customer complaints regarding service as related to distribution system.
- Receive incoming calls and internal processing of service orders from inception to completion using multiple interfaces.
- Serve as the primary back-up for customer service, which shall include vacation time, sick time and high call volume periods.
- Support customer service team in the field to promote and sell offerings to individual customers.
- Must wear safety equipment, including, but not limited to; high voltage rubber gloves, safety glasses, hard hat, hearing protection and safety harness.
- Must be able to work independently and as part of a mixed team in a fast-paced, complex, detail-oriented office environment and field, that features many repetitive tasks and deadlines.

Non-Essential Job Functions:

- Perform other tasks as may be assigned.

Qualifications/Basic Job Requirements:

- Associate's degree in telecommunications, business or related discipline, or graduation from recognized industry certification programs in related hardware and software and five years experience in the construction, maintenance, repair and operations of telecommunication systems. Relevant experience may be substituted for educational requirements.
- Demonstrated experience in FTTP installation, maintenance and repair and the associated practices required.
- Demonstrated hands on experience with fiber optic splicing required.
- Knowledge of optical splitters and associated splicing practices required.
- Ability to read and interpret complex schematics, drawings, specifications, manuals and plans required.
- Must possess strong written and verbal communication skills and an ability to interact with coworkers and the public.
- Demonstrated ability to operate personal computers required.
- Ability to pass a pre-employment drug screening required.
- Ability to train for pertinent industry safety rules, practices and standards required.
- Ability to obtain and maintain First Aid and CPR certification within three months of

date hired.

- Ability to work nights, weekends and holidays required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to maintain confidential information.
- Must be flexible and able to handle multiple tasks concurrently adjusting priorities.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input checked="" type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception	within and between	70 pounds
(red, green, amber)	warehouses/offices	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> hearing/listening	<input checked="" type="checkbox"/> climbing	70 pounds
<input checked="" type="checkbox"/> clear speech	<input checked="" type="checkbox"/> ability to mount and	<input checked="" type="checkbox"/> driving (local/over
<input checked="" type="checkbox"/> touching	dismount forklift/truck	the road)
<input checked="" type="checkbox"/> dexterity	<input checked="" type="checkbox"/> pushing/pulling	
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision
<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	making
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input checked="" type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input checked="" type="checkbox"/> extreme heat	<input checked="" type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input checked="" type="checkbox"/> extreme cold	<input checked="" type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input checked="" type="checkbox"/> noise	<input checked="" type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input checked="" type="checkbox"/> mechanical equipment	<input checked="" type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input checked="" type="checkbox"/> electrical equipment	<input checked="" type="checkbox"/> dirt/dust

Supervision:

Directly Supervises 0

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____

Date: _____

Human Resources: _____

Date: _____

City of Burlington Job Description

Position Title: Customer Service Representative

Department: Burlington Telecom

Reports to: Residential Sales Manager

Pay Grade: Range 1

Job Code: 1081

Exempt/Non-Exempt: Non-Exempt

Union: N/A

General Purpose:

This position is responsible for providing superior service to Burlington Telecom customers including outbound sales. In addition this position will participate in and track the work order flow through internal and external systems.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Receives incoming customer calls and handles/distributes them accordingly.
- Enters customer information into various internal systems.
- Tracks order flow to ensure timely completion of orders.
- Performs service order provisioning through multiple user interfaces of the following types:
 - Local number portability provisioning.
 - Number Portability Administration Center processing.
 - 911 data entry.
 - Directory Listings processing.
 - Local Service request/access service request provisioning.
 - Switch provisioning.
 - Video provisioning.
 - Line Data Base/Calling Name Services entry.
- Utilizes other systems and interfaces as needed.
- Processes customer payments.
- Participates in cross selling/ up selling of product lines.
- Receives, directs and or performs basic troubleshooting functions.
- Assists in the compilation of data for reports.
- Attends trainings as directed.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Two years of customer service experience in a similar setting serving a broad range of customers required.
- High School Diploma or equivalent required
- A general knowledge of telecommunications technologies preferred.
- Familiarity with the Verizon LNP, E911 and ASR/LSR systems preferred.
- PC Proficiency (Microsoft Office Products) as well as experience in database operation.
- Familiarity with Telecommunications Industry policies and procedures required.
- Ability to communicate effectively orally and in writing.
- Excellent interpersonal skills required.
- Must be able to work independently and as part of the customer service team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Must be able to work nights, weekends, and holidays.
- Position may require overtime.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input checked="" type="checkbox"/> ability to move distances	<input type="checkbox"/> lifting (specify)
<input type="checkbox"/> color perception	<input type="checkbox"/> within and between	<input type="checkbox"/> pounds
<input type="checkbox"/> (red, green, amber)	<input type="checkbox"/> warehouses/offices	<input type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> hearing/listening	<input type="checkbox"/> climbing	<input type="checkbox"/> pounds
<input checked="" type="checkbox"/> clear speech	<input type="checkbox"/> ability to mount and	<input type="checkbox"/> driving (local/over
<input checked="" type="checkbox"/> touching	<input type="checkbox"/> dismount forklift/truck	<input type="checkbox"/> the road)
<input type="checkbox"/> <input checked="" type="checkbox"/> dexterity	<input type="checkbox"/> pushing/pulling	
<input type="checkbox"/> <input checked="" type="checkbox"/> hand		
<input type="checkbox"/> <input checked="" type="checkbox"/> finger		
<input checked="" type="checkbox"/> reading - basic	<input checked="" type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input type="checkbox"/> reading - complex	<input type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision
<input checked="" type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	<input type="checkbox"/> making
<input type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input type="checkbox"/> extreme heat	<input type="checkbox"/> moving objects

Customer Service Representative

Page 3 of 3

<input checked="" type="checkbox"/> works with others	<input type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input type="checkbox"/> noise	<input type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input type="checkbox"/> electrical equipment	<input type="checkbox"/> dirt/dust

Supervision:

Directly Supervises: 0 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(Created 07/05, revised 09/06, revised 10/18/06, updated regular service 11/06)

Revised : 04/24/2008; 09/13/2012

City of Burlington Job Description

Position Title: Outside Plant Technician

Department: Burlington Telecom

Reports to: Working Foreman – Outside Plant

Pay Grade: Range 7 BT Table

Job Code: 1160

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is mainly responsible, for FTTP (Fiber-to-the-Premise) installations, maintenance and repair of Burlington Telecom's transmission and distribution system.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position)

- Perform the installation, maintenance and repair of the transmission and distribution system.
- Assist in distribution system construction projects including any cost estimates.
- Ensure that FTTP (Fiber-to-the-Premise) installations and repairs conform to adopted industry standards.
- Work as part of the Burlington Telecom team to ensure any and all work performed is in support of all corporate goals and commitments to service.
- Ensure a safe working environment for self, employees and general public, by practicing work methods and elements in compliance with all applicable local, state and federal codes, standards, laws, and regulations; including, but not limited to National Electric Safety Code and OSHA.
- Participate in training opportunities as assigned and required..
- Assist Network Operations department in identifying and developing field equipment and hardware specifications.
- Assist Division Manager of Facility Engineering, Operations and Construction by creating and maintaining accurate, detailed records of Burlington Telecom's cable distribution system using facilities management system.
- Execute the closing of work orders after final job completion.
- Assist in the restoration of system outages related to the distribution system.
- Assist in planning and design of distribution system improvements.
- Work in a supportive role with Network Operations for operation of the Class 5 voice

switch to include installation, provisioning and maintenance.

- Work in a supportive role with Network Operations for operation of the electronics transport system to include installation, provisioning and maintenance.
- Assist in the preparation of the Outside Plant area's budget.
- Assist in the investigation and resolution of customer complaints regarding service as related to distribution system.

Non-Essential Job Functions:

- Perform other tasks as may be assigned.

Qualifications/Basic Job Requirements:

- Associate's degree in telecommunications, business or related discipline, or graduation from recognized industry certification programs in related hardware and software and five years experience in the construction, maintenance, repair and operations of telecommunication systems. Relevant experience may be substituted for educational requirements.
- Demonstrated experience in FTTP installation, maintenance and repair and the associated practices required.
- Demonstrated hands on experience with fiber optic splicing required.
- Knowledge of optical splitters and associated splicing practices required.
- Ability to read and interpret complex schematics, drawings, specifications, manuals and plans required.
- Must possess strong written and verbal communication skills and an ability to interact with coworkers and the public.
- Demonstrated ability to operate personal computers required.
- Ability to pass a pre-employment drug screening required.
- Ability to train for pertinent industry safety rules, practices and standards required.
- Ability to obtain and maintain First Aid and CPR certification within three months of date hired.
- Class B Commercial Driver's License endorsement required.
- Must wear safety equipment, including, but not limited to; high voltage rubber gloves, safety glasses, hard hat, hearing protection and safety harness.
- Must be able to work as part of a team.
- Ability to work nights, weekends and holidays required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to maintain confidential information.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

☒ seeing ☒ ability to move distances ☒ lifting (specify)

<input checked="" type="checkbox"/> color perception (red, green, amber)	within and between warehouses/offices	70_ pounds
<input checked="" type="checkbox"/> hearing/listening	<input checked="" type="checkbox"/> climbing	<input checked="" type="checkbox"/> carrying (specify) 70_ pounds
<input checked="" type="checkbox"/> clear speech	<input checked="" type="checkbox"/> ability to mount and dismount forklift/truck	<input checked="" type="checkbox"/> driving (local/over the road)
<input checked="" type="checkbox"/> touching	<input checked="" type="checkbox"/> pushing/pulling	
<input checked="" type="checkbox"/> dexterity		
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
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<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	
<input checked="" type="checkbox"/> writing - complex		
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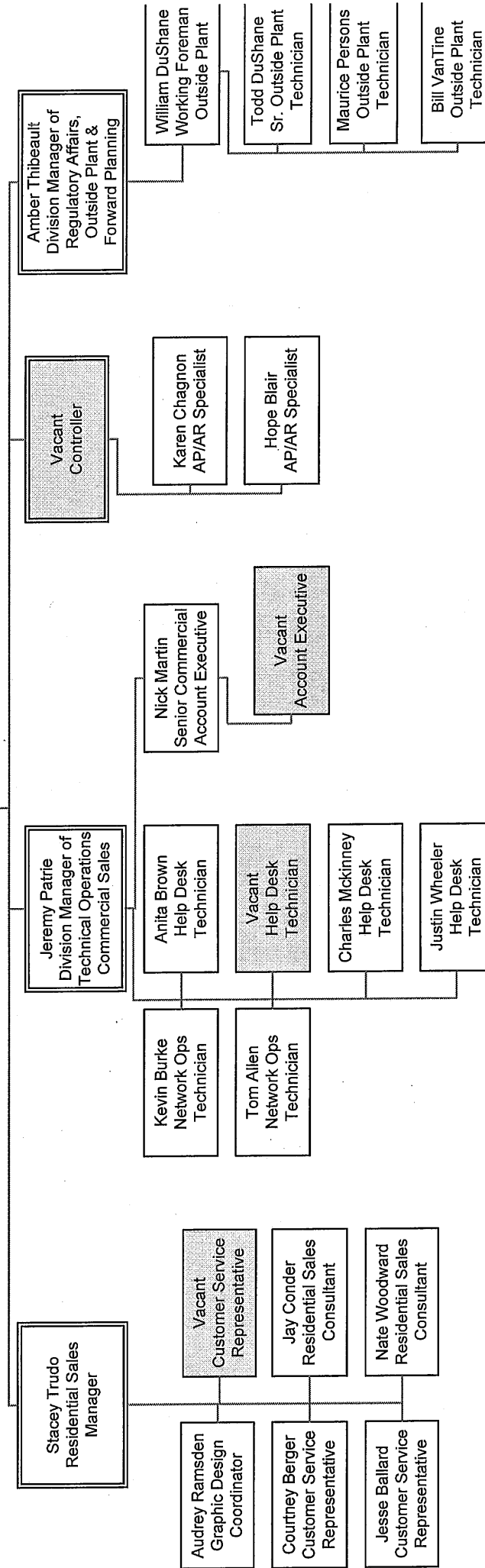
Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Burlington Telecom
City of Burlington
September 2013

Stephen Barracough of
Dorman and Fawcett
Acting General Manager



Burlington Telecom
City of Burlington
Proposed October 2013

Stephen Barracough of
Dorman and Fawcett
Acting General Manager

