

<b>POSITION PROFILE</b>	
<b>POSITION:</b> Outside Plant Line Worker	<b>DEPARTMENT:</b> Field Operations
<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> Technical Support Schedule VI	<b>STATUS:</b> Non exempt
<b>REPORTS TO:</b> Operations Manager	

**POSITION SUMMARY**

The Outside Plant Line Worker is accountable for labor intensive jobs related to construction activities as well as a wide range of duties in support of outside plant forces. This includes, but is not limited to, cable locations, residential and business service installations, station repair at customer premise and feeder cable plant up to distribution cable plant. This position requires operation of equipment such as a backhoe, trencher, bucket truck, and skid steer within strict compliance of all safety requirements of federal, state and local regulations.

**PRINCIPAL ACCOUNTABILITIES**

DAILY

- Duties vary on a daily basis depending on the needs of service and are listed in detail under periodic duties
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- 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

- Install telephone/data services at customer premise. This function will include both residential and business subscribers. This includes completion of all applicable paperwork, rake off sheets, as built drawings, etc.
- Complete deregulated work as required using PTC-130 form
- Complete trouble tickets and plant work orders
- Excavate (Pothole) cables to locate and verify cable depth
- Assemble and install pedestals on construction and maintenance jobs
- Maintain and repair cable / fiber
- Install network interface devices and associated equipment and hardware on customer's premise
- Place cable and /or service drops in conduit or trench line
- Load cable reels onto cable dollies
- Assist Technicians in the testing, maintenance, installation, and repair of facilities
- Climb utility poles to conduct work on aerial cable facilities
- Maintain daily update of material for truck stock
- Completes cable locations as required
- Operates backhoe, trencher, skid steer, and bucket truck
- Performs routine maintenance inspections on operations equipment
- Performs minor repairs on work equipment according to manufacturer's recommended procedures
- Performs weekly inspection of work trucks and operations equipment
- List of principal accountabilities is not exhaustive and may be supplemented as necessary
- Maintain and update applicable test equipment and tools
- Keeps company vehicles and tools orderly and clean

### ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

### PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

### TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

### ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- 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

### FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

### SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

### CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

### **PHYSICAL REQUIREMENTS**

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction) and also have color vision to differentiate wiring
- 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 perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties
- Must have the ability to drive in all types of terrain and in all types of weather, including rain and snow
- Must have the ability to install and remove tire chains from vehicles
- Must be able to lift 100lb. maximum with frequent lifting and/or carrying objects weighting up to 50lb.

### **QUALIFICATIONS**

#### EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- Vocational degree or industry related certification in electricity, electronics or outside plant construction

#### TECHNICAL REQUIREMENTS

- Conceptual understanding and practical application of telephone cable repair and maintenance allowing application of this knowledge to the day-to-day duties and assignments
- Conceptual understanding of outside plant splicing schematics, plant maps
- Basic knowledge of telephony and broadband services
- Basic understanding of construction methods used in buried and underground telephone cable and conduit construction, installation of pedestals and poles and other telephone related construction practices
- 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.
- Basic knowledge in the use of cable locating equipment, volt/ohm meter, assorted hand tools
- Ability to transport and hook up emergency generators to remote carrier sites

#### WORK EXPERIENCE

- Two years previous experience working at Ponderosa Telephone in a mechanical or maintenance related position
- Two years in underground or buried construction related industries, telephony related desirable
- Two years of previous backhoe and heavy equipment operating desirable

## ENVIRONMENTAL CONDITIONS

### OUTDOOR CONDITIONS

Exposure ranges from mild to extreme weather conditions, including heat, cold, humidity, rain and snow. At times, personal protective equipment and clothing are the only protection provided against the elements. There is also unavoidable exposure to plant and animal life that inhabit the area. Environments may also include crawl spaces and attics. These conditions range from wet, damp and cold to hot, humid and dusty

### CONFINED SPACE ENTRY

Entry into confined spaces is restricted to those individuals who have received proper training in working in such an environment. Conditions can range from wet, damp and cold, to hot and humid

### 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

### CENTRAL OFFICE

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

***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.***

APPROVALS	
DEPARTMENT MANAGER:	DATE:
DEPARTMENT DIRECTOR:	DATE:
HUMAN RESOURCES MANAGER:	DATE: