

JOB DESCRIPTION AND REQUIREMENTS

BROADBAND ENGINEERING CLERK

02/20/2025

POSITION SUMMARY

Under the supervision of the Manager of Broadband, provides clerical and administrative support to Operations and Engineering department. Responsible for member interfacing for fiber installation, work orders, and changes to service. Responsible for scheduling and dispatching during the workday.

The Engineering Clerk is an hourly, Monday through Friday, full time (40 hours) and non-exempt position with wage depending on experience.

Wage Range: \$20/hr-\$30/hr depending on qualifications and experience.

ESSENTIAL FUNCTIONS of POSITION

1. Serve as the initial contact for all work order applications, including new connection requests. Explain the work order process, timeline, and payment requirements.
2. Communicate policies and procedures to new and existing members along with all aspects of the work order process.
3. Responsible for initiating, tracking, completing, and filing documentation required in the work order process.
4. Communicate with customers to promote additional products during coordination (VOIP, internal networking, etc.)
5. Responsible for facilitating meetings with field staff for scheduling and debriefing.
6. Serve as primary dispatcher during the workday and coordinate schedule with field employees.
7. Assist with preparing information required by Billing, Accounting and Operations for monthly and annual processes and reports.
8. Be familiar with Cooperative GIS and mapping systems.
9. Assist with administrative duties for ordering and tracking inventory.
10. Assist with other administrative duties and provide support as needed.
11. Assist Manager of Broadband with coordination of special projects.
12. Be familiar with company and industry policies, procedures, rules and regulations.

13. Perform other duties as assigned by Management.

OVERTIME

Overtime may be required to complete the duties as directed. Approval of overtime from Manager of Broadband must be obtained prior to any overtime performed.

EDUCATION AND/OR EXPERIENCE

Minimum of a high school diploma or equivalent. Preference for Bachelor’s or Associate’s degree. Must be willing to continue professional training after employment which may require travel.

Prefer a minimum of 3+ recent experience in a professional setting. Utility industry experience is preferred.

Demonstrated working experience with personal computers, industry standard software, business information systems, office 365, Windows, proficient in keyboarding.

ADDITIONAL SKILLS

Attention to detail and good oral and written communication skills required.

Excellent documentation, reconciliation, and math skills.

Must be able to listen to consumer grievances and concerns treating information imparted as private and confidential.

Must have a valid driver license.

PHYSICAL DEMANDS

Works in a climate-controlled office environment with minimal physical exertion. Activities include work on a computer screen and extensive interaction with consumers and the public via, telephone, personal visits and written communication. Job requires sitting, standing, walking, bending, and reaching. Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Occasional lifting of generally 50 pounds or less. Requires good finger dexterity, repetitive motions with hands and fingers. Requires ability to perform close work, have good vision and hearing.

I have read and understand the above duties and requirements and understand that this job description is not designed to provide a comprehensive or exhaustive list of all activities or duties that may be required by the position. I have been given a copy of the employee policies and have been informed and agree to the wages as set by the Corporation. I understand that my employment is at-will and nothing in this job description constitutes a promise of continued employment or specific treatment.

Signed: _____

Date: _____