

Position Title:	OSP OPS Assignment and CPE Technician
Department:	OSP OPS
Reports To:	OSP OPS Assignment and CPE Supervisor
FLSA Status:	Non-Exempt

General Summary:

This position will be responsible for reviewing service orders, updating plant records, and maintaining plant records in a well-organized fashion as they relate to OSP OPS Assignments while ensuring internal service orders are complete, accurate, and routed/completed in a timely manner for total customer satisfaction within OSP OPS Assignment. This position will maintain, test, track, and ensure stock availability of CPE for the OSP OPS department. This position will identify when work tasks need to be added or removed from workflows. This is a position that requires not only having a good working relationship within the OSP OPS department, but also working with all other departments within the Company to ensure this accuracy.

This position will directly report to the OSP OPS Assignment and CPE Supervisor

Essential Job Functions:

- Responsible for maintaining all service order logs and service order queues as they relate to OSP OPS Assignments
- Work assignment portion of scheduled Service Orders
- Receive and Identify Dig Safe Requests requiring a locate and notify using correct procedures
- Identify when work tasks need to be added or removed from a workflow and notify accordingly with in the service order workflow
- Follow correct company processes and procedures to ensure plant records remain up to date and accurate
- Test, Track, Stock and Assign CPE within OSP OPS
- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Record keeping organizational skills
- Knowledge of telecommunications technology, products and services.
- Knowledge of company policies and procedures.
- Knowledge of management principles and practices.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer, various software programs, copiers, faxes, and telephone systems.
- Skill in identifying and resolving subscriber problems.
- Skill in oral and written communication.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.

- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.

Education and Experience:

High School diploma or equivalent plus one to two years of office/clerical experience. Telephone office or rural utility experience preferred. Customer service experience a plus, dispatch background preferred. Experience in Microsoft Excel preferred.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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