STATE OF CALIFORNIA GRAY DAVIS, *GOVERNOR*

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF LABOR STATISTICS & RESEARCH
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SCOPE OF WORK PROVISIONS

FOR

TELEPHONE INSTALLATION WORKER AND RELATED CLASSIFICATIONS

IN

DEL NORTE, INYO, MONO, SAN BERNARDINO, AND SANTA BARBARA COUNTIES

AGREEMENT

between

GTE Operations

International

and

Communications

Workers of America

422-V-12

JOB POSTING

Scope of work

Job Title: Customer Service Technician II - Trained
Posting No: C-24
Department: Service Operations

Wage Schedules:

CWA	11
IBEW	C-8
CWA (locals 9408 & 9477)	B-11
Non-Union	N-11

Job Description

Install, replace and/or rearrange service drops, local cables, and associated inside/outside wiring (aerial and buried). Connect drops, local cables, and inside/outside wiring to a variety of terminals. Make various attachments to poles, buildings, etc., as required, using hand/motorized tools, following installation diagrams, work orders, service orders, AWAS (HHT) and blueprints. Test and inspect to ensure that activities performed and all services installed function properly. Test cable air pressure systems and perform maintenance as required. Install fiber-optic cable to curb terminals. Perform maintenance splicing (copper/fiber). Perform cable pair recovers for new work orders. Maintain all analog/digital CXR systems (subscriber). Perform such work under minimum supervision . Operate company vehicles.

1. Primary Duties

Duties include, but are not limited to, the following:

a. Read and interpret information provided by the service order, work order, AWAS (HHT) and blueprints such as name, address of customer, and type of activities to be performed, using appropriate tools, equipment and supplies required.

b. Install, rearrange, change, and remove drops, local cables, and associated wiring. Install private lines and circuits, and verify trouble-free continuity by 4TEL VRS/T 136 testing. The nature of this work is a variety of tasks with only general guidelines as to instructions, practices, and/or procedures in performing the work.

c. Use basic arithmetic, addition, subtraction, multiplication and division to determine the most practical way to bring wire from pole to building and how to run wire inside building.

d. Handle and climb ladders and poles, crawl under dwellings, work in attics, underground and other confined areas to adjust faulty equipment or wiring, using a variety of hand/motorized tools.

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JOB POSTING

Posting No.: C-24 (Cont'd.)

1. Primary Duties (continued)

   e. Work with customers to evaluate and suggest how to improve service, and make a sales effort with all customers for network services and single line products. This work involves using tact and persuasion to influence the action and attitudes of customers.

   f. Test cable air pressure systems and perform required maintenance.

   g. Install and maintain fiber-optic cable to curb terminal.

   h. Perform maintenance splicing on copper and/or fiber-optic cable.

   i. Conduct cable pair recovery for non-work orders.

   j. Maintain all analog/digital CXR systems for subscriber.

   k. Make notations on the service order, work order, AWAS (HHT) and/or blue print to indicate completion of work, time and any changes from the original order. Update MARK records as required.

2. Employee Qualifications

   a. Tests - Results obtained in specific tests for this position must meet minimum requirements established by the testing program.

   b. Medical - No medical limitations which prohibit the individual from performing the essential functions of the job. Reasonable efforts will be made to accommodate disabled individuals.

   c. Upon entry into the job, the employee must possess the knowledge, skill, and ability to perform the above duties of installing, replacing and/or rearranging service drops, local cables and inside/outside wiring, 4TEL VRS/T testing, test and maintain cable air pressure systems, install and maintain fiber-optic cable to curb, conduct cable pair recovery for non-work orders, maintain all analog/digital CXR systems, and perform maintenance on RSU/RLU, 914, and MXU remote units under minimum supervision.

C-24
03/19/99