

Job Title: Installation Manager
Location: Resort TV Cable, Hot Springs, AR
Department: Technical
Reports to: Plant Manager

Summary: The installation manager will be under minimal supervision and must be knowledgeable in the operations and maintenance of the cable system installation department. Duties include supervision over the installation staff comprising of personnel management, hiring, discipline, training, coaching, mentoring, and production in regards to qualitative and quantitative measurements, fleet management of the installation staff, test equipment and tool management of the installation staff and management of various special projects within the installation staff. The candidate must be a strong manager and knowledgeable with the cable system in regards to installation (residential and commercial), CLI monitoring, some service call experience within a CATV plant and maintaining the necessary record keeping as required by the company, including, but not limited to company accident / incident reports, safety training, and various other forms of recordkeeping. He or she should be knowledgeable of installation and some construction techniques of CATV property and customer premise equipment and will be required to provide some training in this regard to the installation staff.

Job Duties:

1. Be knowledgeable about installation techniques and equipment.
2. Be knowledgeable of the duties described under the various jobs of an installer and service technician and be a strong manager in regards to improving the staff's performance across all aspects of the installation department.
3. Answering customer questions about installation, services and cable TV technology
4. Maintain a professional personal and vehicle appearance.
5. Must report any emergencies so that proper authorities can be notified and manage safety record and those processes associated with such records such as incident reports, accident investigations and post injury reports.
6. Be able to perform a moderate level of the company's defined method of preventive maintenance in regards to the company's audit and CLI programs and all record-keeping associated with those functions.
7. Report any customer service and employee issues, problems, improprieties or recommendations to the Plant Manager and General Manager in order to maintain the integrity and performance of the operation.
8. Routinely audit and review the quality and integrity of work performed by the installation department. Also, measure those audits and manage the staff's production according to the company standards which will include implementing remedial training as well as other disciplinary actions.
10. Interview and recommend candidates for installation positions and recommend current installers for termination for failure to perform the duties outlined in the installer's job description and production measurements.
10. Routinely measure and report installation quality and quantity measurements when reviewing installers on a monthly basis.
11. Evaluate and inspect vehicles within the installation department as well as ladders, tools and test equipment as defined by the company's inspection rules and implement and ensure all safety rules are followed and adhered to in the operations.
14. Carry out special duties as assigned.

Job Specifications:

Experience and Education: A minimum of High School Graduate or GED and experience within management of production groups within CATV industry for at least two years.

Work Environment:

The work environment characteristics described here are representative of what an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to high, precarious places, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

Other:

Successful candidate must pass random drug screenings and have a good driving record throughout employment. The candidate must be willing to be contacted by cell phone and receive calls at home at all hours as necessary to conduct system related business.

NOTE: This is not an exhaustive list of essential functions and requirements for this position and may be supplemented as necessary.

Benefits

- Company provided vehicle and cell phone
- 401(K)
- Medical, dental and vision
- Profit Sharing
- Vacation, sick and personal time
- Paid holidays
- NCTI cable/internet courses
- Credit union
- Life and disability coverage

Qualified Applicants can apply by any of the following options:

- Apply online at: <https://jobs.wehco.com/application/cable/>
- Email resume to: claunius@wehco.com
- Mail resume to: Resort TV Cable, Attn: General Manager, P.O. Box 2770, Hot Springs, AR 71914

WEHCO VIDEO, INC./RESORT TV CABLE IS AN EQUAL OPPORTUNITY EMPLOYER.

WEHCO VIDEO, INC. DOES NOT DISCRIMINATE BASED ON RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR GENDER. APPLICANTS MAY NOTIFY THE EEOC, FCC, OR OTHER APPROPRIATE AGENCY IF THEY FEEL THEY HAVE BEEN DISCRIMINATED AGAINST.