

**Job Title:** Installer  
**Location:** East Arkansas Video, Forrest City, AR  
**Department:** Technical  
**Reports To:** Plant Manager

### **JOB SUMMARY**

This position is responsible for installing, reconnecting, disconnecting, changing services and maintaining service drops from the cable TV distribution system to the customer's premise with outstanding customer service. The position also requires salesmanship skills of all services. He/she is supervised by the Plant Manager.

### **JOB DUTIES**

1. Perform pre wire and post wire cable installations for commercial and residential premises.
2. Sell new service at the customers premise.
3. Successfully troubleshoot and repair installations and customer equipment problems.
4. Assist technicians in service outages as well as other system problems and special projects.
5. Answer customer's questions about pricing, program contents and cable TV technology.
6. Maintain a professional appearance with self and vehicle while also reporting any emergencies back to the base so that proper authorities can be notified.
7. Carry out other special duties assigned by management.
8. Report any customer service and employee issues, problems, improprieties or recommendations to the System Manager in order to maintain the integrity and performance of the operation.
9. Other job assignments as required.

### **JOB SPECIFICATIONS:**

**Education:** High School Diploma or GED

**Experience:** Customer Service

#### **Knowledge:**

Cable TV Principals and Technologies.

Knowledge of East Arkansas Video procedures, practices, and policies.

Selling Technique, Knowledge of Pricing, and Programming.

Expertise in problem solving at the customer's premise and with customer equipment.

Expertise in all field installations, change of service, disconnects, underground burial, pre wires and other special projects.

Successfully complete all installer training in the field and classroom.

**Working Conditions:**

Field Environment; requires hours are normal business hours, after business hours when "On Call" (Customers reporting problems over weekend and before 8:00am and after 5:00pm) and special request by management.

**Work Environment:**

The work environment characteristics described here are representative of that an employee encounters while performing the essential function 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.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**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 pager and receive calls at home as necessary to conduct system related business.
- The candidate must be able to pass the exam for a DOT Medical Certificate and obtain that certificate upon request.

**PLEASE SEND RESUME TO:**

**East Arkansas Video**

**Attn: General Manager**

**P. O. Box 1079**

**Forrest City, AR 72336**

Or Fax Resume To (870) 633-8898

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