

Job Title: Installer
Location: Resort TV Cable, Hot Springs, 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 Resort TV Cable 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. Smoke Free Environment.

Work Environment:

The work environment characteristics described here are representative of what 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.

Weight Restrictions:

There are weight limits on the support equipment used by our service technicians (i.e., ladders, bucket truck). Hence there are weight restrictions for this position. The maximum weight for this position is 236 lbs.

Other:

Successful candidate must pass random drug screenings and have a good driving record throughout employment. The candidate must be willing to be contacted via company cell phone and receive calls at home as necessary to conduct system related business. Candidate must have reliable transportation to get to and from work.

PLEASE SEND RESUME TO:

Resort TV Cable

Attn: General Manager

P. O. Box 2770

Hot Springs, AR 71914

Or Fax Resume To (501) 624-0502

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