

Job Title: Plant Manager
Location: Pine Bluff Cable TV, Pine Bluff, AR
Department: Technical
Reports to: General Manager
Date: 05/28/2024

Safety Sensitive Position
Pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

SUMMARY

This position reports to the General Manager and must be knowledgeable in the operations and maintenance of a hybrid-fiber-coaxial cable television system as well as fiber to the home broadband plant. Duties will include coordinating, supervising and training technical department employees, proper record keeping, asset management and maintaining plant integrity.

The individual must be detail oriented and knowledgeable in CATV and FTTH construction techniques, cable TV technology, and headend technology. The candidate must be able to demonstrate knowledge in the jobs titled installer, installer technician, service technician and maintenance-technician.

The position requires the ability to lead and manage according to the General Manager's mission, goals, and objectives with the technical policies and procedures. The position will manage the installer staff, service staff, maintenance staff, chief technician, and warehouse personnel.

Salary to be determined based on applicant's qualifications and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties may be assigned):

1. Provide the leadership and example in the areas of customer service, customer satisfaction, integrity, work ethic and quality fieldwork.
2. Provide management, administration, and supervision of all aspects of field operations work force, including applicant interviews, hiring decisions, performance reviews, praise and reprimands, and terminations when necessary according to company policies.
3. Maintain and practice all engineering policies and practices of WEHCO Video.
4. Establish and manage quality control measures and oversee successful plant maintenance.
5. Perform interviews of all technical personnel.
6. Assist the chief technician in technical training for new and existing personnel.
7. Assist General Manager in establishing procedure in order to achieve optimal customer service, functionality and efficiency within the field of work.

8. Subject to approval of the General Manger, establish policy in order to achieve excellent customer service, technical function and personnel morale.
9. Maintain proper CLI program and file FCC forms on time.
10. Maintain proper vehicle/tool/ladder inspection program.
11. Manage field safety program and maintain a safe work environment.
12. Assist General Manager in preparing annual capital budget documents and assist in managing the technical operating expense budget.
13. Monitor and manage the warehouse person so that purchase orders are balanced to inventory received.
14. Establish work productivity goals and appropriate control procedures.
15. Assure forward and reverse plant maintenance as well as power supply maintenance is performed on a routine basis.
16. Evaluate and assure work quality and productivity of field employees is monitored.
17. Maintain adequate staffing levels and ensure technical department employees are adequately trained to perform duties safely, effectively, and efficiently.
18. Assure technical department operations comply with all local, state, and federal workplace rules.
19. Administration of CLI program and preparation, review, or submission of all departmental reports.
20. Ensure system equipment, from headend to subscriber meets or exceeds industry and FCC standards.
21. Establish production priorities for department in keeping with effective operations and cost factors.
22. Management of the vehicle fleet in regards to the vehicle operation, test equipment, ladders and tools.
23. Review and analyzes production, quality control, maintenance, and operational reports to determine causes of nonconformity with industry or company guidelines, and operating or production problems.
24. Develop and implement operating methods and procedures designed to eliminate operating problems and improve operational efficiency.
25. Maintain a good relationship and communication with Workforce Support.

26. Process invoicing accordingly through FlowAP in a timely fashion as defined by WEHCO Video.
27. Manage pole transfers in a timely fashion.
28. Manage plant repair tasks in a timely fashion during natural events so service is restored and provide updates to the General Manager.
29. Ensure the warehouse is orderly and maintained in a professional and clean fashion.
30. Ensure materials are secured and inventory is managed properly to ensure adequate supply of materials remain in stock.
31. Perform various exception duties outlined and specified by the General Manager.

KNOWLEDGE

- Cable TV Principals/Fiber to the Home Principals/Headend Technology Principals.
- Knowledge of Pine Bluff Cables procedures, practices, and policies
- Knowledge of pricing and service provided knowledge
- Expertise in customer problem solving
- Management skills for personnel
- Word processing, spreadsheet programs, billing software, FlowAP, Kronos and PO system
- Skillful in all test equipment and all tools
- Expertise in all knowledge defined in all other field positions
- Expertise in all CATV testing devices as outlined by corporate engineering

SUPERVISORY RESPONSIBILITIES

Manage the installation staff, service staff, maintenance staff, chief technician, and warehouse personnel. A Plant Manager is responsible for the overall direction, coordination, and evaluation of the field department. The Plant Manager will carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training technical employees; planning, assigning, and directing work, appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or the ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

The candidate should have at least five years related experience in the industry. The candidate should demonstrate personal computer proficiency. Experience or demonstrated ability analyzing, troubleshooting and correcting problems associated with delivery of signals from headend to the customer's home.

LANGUAGE SKILLS

The candidate should have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. The candidate should have the ability to write routine reports and correspondence. In addition, the Plant Manager should have the ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

The Plant Manager should have the ability to work with basic mathematical concepts such as probability and statistical inference and fundamentals of fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Applicant should have the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. The Plant Manager should have the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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, and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 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.

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 establish residence within boundaries of the Pine Bluff Cable system. The candidate must be willing to be contacted by cell phone and receive calls at home as necessary to conduct system related business.**

Acknowledgment:

The above statements reflect the general details considered necessary to determine the essential functions of the position identified and shall not be construed as a detailed description of all work requirements inherent in the position. I may be required to perform additional tasks necessary to meet the standards of quality and care.

I acknowledge that I have read and understand this position description and have had the opportunity to ask my supervisor about any points I needed help understanding. Therefore, I hereby state that I can perform the essential functions of this position with or without reasonable accommodation.

Printed Name

Signature

Date

PLEASE SEND RESUME TO:

**General Manager
Pine Bluff Cable TV, Inc.
715 S. Poplar St
Pine Bluff, AR 71601
Or Fax to: (870) 536-0351**

Applicants may also apply online with the following option

<https://jobs.wehco.com/application/cable>

Pine Bluff Cable TV, Inc. IS AN EQUAL OPPORTUNITY EMPLOYER.

PINE BLUFF CABLE TV, 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.