

**Job Title:** Area General Manager/Technician  
**Location:** Forrest City, Arkansas  
**Department:** Administration/ Technical  
**Reports To:** Regional Area Manager  
**Salary:** Exempt — Compensation varies depending upon experience and qualifications.

**Relocation Reimbursement: Negotiable**

### **Safety-Sensitive Position**

Pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

#### **Job Duties:**

This employee will be overseeing all of the operations and taking on the senior technical responsibilities in the cable television system based in Forrest City, AR, and surrounding systems. The manager/tech is responsible for functions and activities including, but not limited to, the level and the quality of the service provided to the customers; the operating performance of the system and the work performance of supervisors/managers; the administration/compliance of all franchise, local, and other requirements and standards; the growth and development of regional personnel; the overseeing of all sales, field and customer service efforts; the management/control and maintenance of all company assets; the monitoring and control of the system's capital, revenue and expense budgets; the safe and proper operation of all company equipment and elimination of hazards; and the preparation, accuracy, and submission of required reports and materials. A significant amount of time will be spent in the field assisting and training the technical staff and working on the cable system physical plant and in the headend.

This manager/tech should have a minimum of three years' experience as a technician in the CATV industry and be versed in technology and broadband, and VOIP services. They must be able to fill in any position and complete such work as required by a service tech, maintenance tech, headend tech, and installer tech in order to maintain the integrity of the system and ensure compliance with all company and CATV industry standards. Preference will be given to candidates with experience with HFC constructions and a good understanding of all safety aspects, including NEC and NESC rules. In addition, this position oversees significant projects and interprets performance reports to President. They work closely with other managers and staff to retain clients and provide solutions to issues such as profit decline, employee conflicts, and loss of business to competitors.

#### **Qualifications:**

The applicant should have good technical abilities and proven leadership, team-building, and communications skills. They should be able to direct, motivate and support local personnel to provide superior customer service. Sales and marketing are important aspects of system management, and the applicant must be proficient in these areas. They should have good management, public relation, and organizational skills. Community involvement is expected, and the applicant should be comfortable with public speaking.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. 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, push, pull, or carry up to 50 pounds from a level of 0 inches to a level of 72 inches; sitting up to 8 hours a day; driving up to 8 hours a day, frequently lift and/or move, push, pull or carry up to 100 pounds, and occasionally lift and/or move more than 100 pounds. The employee will frequently be required to carry and climb ladders and, occasionally, climb utility poles; stand up to 4 hours per day on a concrete surface. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Environmental conditions include routine exposure to loud noises, chemicals, and eye hazards (VDT).

**Other:**

The successful candidate must pass random drug screenings, have a satisfactory driving record throughout employment, and be willing to be contacted by company cell phone and receive calls at home as necessary to conduct system-related business. The candidate must pass a DOT physical as well as being certified as such.

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

**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.**

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Employee's Name (please print)      Employee's Signature      Date

## **Excellent Compensation Benefits Are Provided**

- Competitive wage
- Relocation assistance
- Supplemental benefits available
- Medical insurance offered
- Paid sick and vacation
- One week of vacation after initial 6 months
- Paid holidays
- Paid personal day and floating holiday
- Paid parental leave
- Life and disability insurance coverage
- 401K matching contribution by the company
- Profit sharing
- Take-home company vehicle provided
- Company-provided cell phone
- NCTI Educational Training Reimbursement Program
- Employee Assistance Program

## **Qualified Applicants can apply by any of the following options:**

- Apply online at: <https://jobs.wehco.com/application/cable/>
- Email resume to: [cdial@wehco.com](mailto:cdial@wehco.com)
- Mail resume to WEHCO Video, Inc., Attn: VP of Administration, PO Box 2221, Little Rock, AR 72203

**East Arkansas Video is an equal opportunity employer and does not discriminate based on race, color, religion, sex including pregnancy, sexual orientation, gender identity, national origin, disability, age 40 or older, or genetic information, including family medical history or any other legally protected class or status.**