

**Job Title: Plant Manager**  
**Location: Camden, Camden, AR**  
**Department: Technical**  
**Reports to: General Manager**

### **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. Duties will include coordinating, supervising and training technical department employees, and record keeping. The individual must be detail oriented and knowledgeable in cable television construction techniques, cable TV technology, and headend equipment and must be able to demonstrate knowledge in the areas of installer-technician and maintenance-technician fiber optics and broadband services.

The position requires the ability to lead and manage according to the general manager's mission, goals, and objectives with the technical policies/procedures, technical personnel (Lead Technicians, Technicians, Service Technicians, Installers and Inventory controllers) and customer service functions in the field of work.

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 fieldwork.
2. Provide customer friendly 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. Perform various exception duties outlined and specified by the General Manager.
4. Maintain and practice all engineering policies and practices of WEHCO Video.
5. Establish and manage quality control measures and oversee successful plant maintenance.
6. Interview all technical personnel and, if desired, a final interview of installers after the installation supervisor interviews.
7. Recommend job performance by technical personnel.
8. If necessary, fill in any position (Lead Tech, Tech, Maintenance Tech, Installer, Service Tech and Inventory controller) during the absence of an employee in order to maintain the integrity of customer service.
9. Prepare a technical training agenda for new and existing personnel.
10. Assist General Manager in establishing procedure in order to achieve optimal customer service, functionality and efficiency within the field of work.
11. Subject to approval of General Manager, establish policy in order to achieve excellent customer service, technical function and personnel morale.
12. Maintain proper CLI program and file.
13. Maintain proper vehicle inspection program.
14. Assist general manager in preparing annual capital and operating budget requests for submission to the corporate office and help general manager monitor department budget and cost controls.

15. Maintain and balance all purchase orders to inventory received.
16. Liaison between all utilities and municipal or county street departments.
17. Establish work productivity goals and appropriate control procedures.
18. Assure forward and reverse plant maintenance is performed on a routine basis.
19. Evaluate and assure work quality and productivity of field employees is monitored.
20. Maintain adequate staffing levels and ensure technical department employees are adequately trained to perform duties safely, effectively, and efficiently.
21. Assure technical department operations comply with all local, state, and federal workplace rules.
22. Administration of CLI program and preparation, review, or submission of all departmental reports.
23. Ensure system equipment, from headend to subscriber meets or exceeds industry, FCC, and cable franchise technical standards.
24. Assistance as necessary to Maintenance Technician.
25. Coordination with the Install/Technician Supervisor to establish production priorities for department in keeping with effective operations and cost factors.
26. Reviews and analyzes production, quality control, maintenance, and operational reports to determine causes of nonconformity with industry or company guidelines, and operating or production problems.
27. Develop and implement operating methods and procedures designed to eliminate operating problems and improve operational efficiency.

#### **KNOWLEDGE**

- Cable TV Principals
- Knowledge of East Arkansas Video Cable TV Procedures, Practices, and Policies
- Selling Technique, Knowledge of Pricing and Product Knowledge of Programming Content
- Expertise in customer problem solving
- Management Skills for Personnel
- Word processing, spreadsheet programs and billing software
- 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 Office

#### **SUPERVISORY RESPONSIBILITIES**

Manage one subordinate supervisor who supervises installers and manages all service, maintenance, headend, and CLI technicians within the Technical Department. A Plant Manager is responsible for the overall direction, coordination, and evaluation of the field department. In addition, the plant manager will supervise contract labor.

The Plant Manager will carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training 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 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**

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 system. The candidate must be willing to be contacted by page and receive calls at home as necessary to conduct system related business.

**PLEASE SEND RESUME TO:**

**General Manager  
Cam-Tel Video, Inc.  
P. O. Box 835  
Camden, AR 72145**

**Or Fax to: (870) 836-2109**

**CAM-TEL VIDEO IS AN EQUAL OPPORTUNITY EMPLOYER.**