

POSITION: ASSISTANT DIRECTOR OF BROADBAND OPERATIONS

REPORTS TO: DIRECTOR OF BROADBAND OPERATIONS

JOB DESCRIPTION:

The Assistant Director of Broadband Operations assists the Director of Broadband Operations in the operation of the broadband system. The assistant will share the responsibility of the Internet, IPTV and Telephone services. This includes keeping current on product knowledge; responding to customer inquiries and the establishment of day-to-day tactical planning for outside plant and back office operations; controlling and planning daily work activities of outside plant technicians; maintaining a safe and orderly workflow for technician's daily assignments; and coordinating subscriber work orders and service calls.

RESPONSIBILITIES:

- Assists with compliance and enforcement of all applicable safety, security, and environmental rules and regulations, and company policies and procedures.
- Assists with maintaining the operations for Internet, IPTV and Telephone on FTTx infrastructure.
- Creates and maintains a positive and professional relation with customers and staff.
- Assists with maintaining technical integrity of outside plant and back office applications, in compliance with FCC specifications.
- Maintains proper NESC codes in all phases of work.
- Assists in Cross-training other technicians with working knowledge of outside plant.
- Coordinates with the Director of Broadband Operations to supervise subordinates and administer work schedules.
- Coordinates with the Director of Broadband Operations to gather and manage existing interdepartmental procedures of HEC and integrate HEC operations.
- Identifies and recommends solutions for outside plant procedures and customer service issues.
- Provides guidance and assistance with system troubleshooting.
- Assists with oversight of contractors.
- Works with Director of Engineering and Director of Network Administration in any new design or maintenance of the system.
- Assists with maintaining and expanding proficiency of computer/networking operations and provisioning.
- Knowledge of FTTx system design, construction, and restoration procedures.
- Assists with problem analysis and resolution.
- Works with Director of Member Services to grow, market and development all aspects of the broadband system.
- Researches and recommends employee training.
- Seeks to stay abreast of new technology to ensure best practices for operations.
- Familiarity and compliance with FCC reporting requirements.
- May be required to attend certification training and seminars.
- Must be dependable and maintain adequate attendance.
- Subject to working overtime on short notice.
- Performs other duties as assigned or requested, whether scheduled or on an emergency basis.
- Leads special projects or other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

- College degree in Business or Engineering and/or 5 years of relevant equivalent work experience in the telecommunications industry.
- Certifications in fiber-optics.
- Minimum of 5 years hands-on fiber optic experience and knowledge.
- 2-4 years management and supervisory experience preferred.
- Must possess operating and maintenance knowledge of FTTx operating processes and procedures.
- Minimum of 5 years of experience with Internet services and Telephony operations and maintenance.
- Advanced computer skills that apply a high degree of working knowledge/networking operations and provisioning.
- In-depth knowledge of telecommunications safety rules and regulations.
- Knowledge of and familiarity with NESC rules and regulations.
- Competencies include leadership skills, presentation/communication skills, multitasking/coordinating, analytical skills, influencing/negotiating and supervisory skills.
- Attention to detail and time management skills to ensure deadlines are met.
- Ability to interact with customers and co-workers in a positive and effective manner.
- Good understanding of the organization's goals and objectives.
- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer focused service mentality.
- Experience working in a team-oriented, collaborative environment.

WORK CONDITIONS:

- On-call availability.
- Sitting for extended periods.
- Frequently stand and walk to access areas of the facility while performing job duties.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional stooping, kneeling, or crouching.
- Occasional lifting and transporting of moderately heavy objects, such as office equipment or supplies.

OFFICE HOURS:

- Normal business hours are Monday through Friday from 8:00 am to 5:00 pm, but may vary for this position.
- May be required to work long and unpredictable hours, including work after normal business hours in the event physical restoration of fiber plant is needed.

RATE OF PAY:

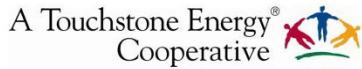
- Commensurate with experience.
- Highly competitive benefits package includes Health, Dental, Life, LTD, Sick, Vacation and Retirement.

PRE-EMPLOYMENT REQUIREMENTS:

- Must possess and be able to maintain a driver's license.
- Must be insurable by HEC's insurance carrier.
- Applicant must pass drug screen and physical.
- Applicant may be required to take job related pre-employment tests.
- A background check is required.

APPLICATIONS WILL BE ACCEPTED THROUGH April 14, 2023.

ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, AGE, NATIONAL ORIGIN, DISABILITY OR VETERAN STATUS.



An Equal Opportunity Employer

APPLICATION FOR EMPLOYMENT

Date: _____

Note: Applicants applying for positions that require them to drive Cooperative vehicles must also fill out the Driver's Supplemental Application for Employment.

This application will be considered active for a period of six (6) months, after which it shall be retired to an inactive file. To be considered for employment after the expiration of this application, a new application must be filed. The following information is requested in order to help us make the best possible placement within the Cooperative. All portions of this application pertaining to you must be completed. We appreciate the time you spend in filling in this application form.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability or veteran status.

Form with fields for Name (Last, First, Middle), Street Address, Telephone, Telephone #2, City, State, Zip

Email Address: _____

Do you have the legal right to work in the United States? Yes No

How were you referred to the Cooperative? _____

Are you related, by blood or marriage, to any existing employee of the Cooperative or to present member of the Board of Directors?

Yes No

If yes, state name and relationship _____

Have you ever applied for a job with the Cooperative? Yes No If yes, When? _____

Yes No

Have you ever worked at the Cooperative before? Yes No

Position for which you are applying (be specific) _____ Salary Expected _____ per _____

Can you work overtime? Yes No Are you available for afterhours call out duty and on-call assignments? Yes No

List any friends or acquaintances presently working for the Cooperative. _____

Are you at least eighteen years of age? Yes No

Have you ever been convicted of a felony? Yes No If yes, give details, including jurisdiction (state and county) where such conviction occurred. _____

(Criminal convictions are not an absolute bar to employment. They will only be considered in relation to specific job requirements.)

Have you ever been convicted of a power (electricity) theft or power diversion? Yes No If yes, give details, including jurisdiction (state and county) where such conviction occurred. _____

In what state or states do you possess a valid and current driver's license? _____

In what state or states have you ever possessed a driver's license? _____

Can you perform the essential functions of the job for which you are applying? _____

(A list of the essential functions of the job is available at the Cooperative.)

If your application is considered favorably, on what date can you start work? _____

EDUCATION

	SCHOOL NAME	ADDRESS	No. of Years Attended	Degree	Major
HIGH					
TECH. COLL.					
OTHER					

Courses now studying _____

List any Trade, Craft, Technical, and Clerical skills you possess. _____

List special training or noteworthy achievements. Please attach your resume. _____

PERSONAL REFERENCES (Not Former Employers or Relatives)

Name and Occupation	Address	Phone Number

EMPLOYMENT RECORD (Most recent employer first)

DATES	NAME AND ADDRESS OF EMPLOYER	JOB TITLE AND BRIEF DESCRIPTION OF DUTIES	SALARY	EXACT REASON FOR LEAVING
From:			From:	
To:			To:	May we contact them? <input type="checkbox"/> Yes
From:			From:	
To:			To:	May we contact them? <input type="checkbox"/> Yes
From:			From:	
To:			To:	May we contact them? <input type="checkbox"/> Yes
From:			From:	
To:			To:	May we contact them? <input type="checkbox"/> Yes

Attach additional sheets, if necessary.

CERTIFICATION

I certify that the information contained in this application is correct to the best of my knowledge, and I understand falsification of this application in any detail is grounds for disqualification from further consideration or for dismissal from employment in accordance with Cooperative policy. I agree to conform to the rules and regulations of the Cooperative, and I understand my employment and compensation can be terminated, with or without cause, and with or without notice, at any time, at the option of the Cooperative or myself. I further understand no person is authorized to make any representation contrary to the above statement unless such representative is approved by the Board of Directors and is embodied in a written agreement signed by the President or the General Manager of the Cooperative. I further understand if offered employment, I will be required to take a physical examination and that such examination will include blood, urine, or saliva tests to determine the presence or use of alcohol or controlled substances. I further understand if offered employment, I may be required to submit to a credit and/or background check.

Signature of Applicant

Date

Please Print, Attach Resume, and Mail to:

Holston Electric Cooperative, Inc., Attn: Human Resources, PO Box 190, Rogersville, TN 37857

ACTION _____

NO ACTION _____

INTERVIEWED – NO POSITION OFFERED _____

POSITION OFFERED:

DATE: _____

POSITION: _____

ACCEPTED: _____

Holston Electric Cooperative

Voluntary Self-Identification of Race, Ethnicity and Gender

Holston Electric Cooperative (hereinafter "the Cooperative") is subject to certain federal governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations. In order to comply with these laws, the Cooperative invites applicants/employees to voluntarily self-identify their race, ethnicity and gender. Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. The information will be kept confidential and will only be used in accordance with the provisions of applicable laws, executive orders, and regulations, including those that require the information to be summarized and reported annually to the federal government for civil rights enforcement. When reported, data will not identify any specific individual.

ETHNICITY

Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

RACE

American Indian or Alaska Native (not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian (not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American (not Hispanic or Latino) - A person having origins in any of the Black racial groups of Africa.

Native Hawaiian or Other Pacific Islander (not Hispanic or Latino) - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White (not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Two or More Races (not Hispanic or Latino) - All persons who identify with more than one of the above five races.

GENDER

Male

Female

Applicant's/Employee's Name: _____ Date: _____

Position Applying For: _____

Note: If an employee declines to self-identify, employment records or observer identification may be used.

Holston Electric Cooperative

“Pre-Offer” Invitation to Self-Identify as a Protected Veteran

Holston Electric Cooperative is a Government contractor subject to the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended by the Jobs for Veterans Act of 2002, 38 U.S.C. 4212 (VEVRAA), which requires Government contractors to take affirmative action to employ and advance in employment: (1) disabled veterans; (2) recently separated veterans; (3) active duty wartime or campaign badge veterans; and (4) Armed Forces service medal veterans. These classifications are defined as follows:

- A “disabled veteran” is one of the following:
 - a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or
 - a person who was discharged or released from active duty because of a service- connected disability.
- A “recently separated veteran” means any veteran during the three-year period beginning on the date of such veteran’s discharge or release from active duty in the U.S. military, ground, naval, or air service.
- An “active duty wartime or campaign badge veteran” means a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.
- An “Armed forces service medal veteran” means a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

Protected veterans may have additional rights under USERRA - the Uniformed Services Employment and Reemployment Rights Act. In particular, if you were absent from employment in order to perform service in the uniformed service, you may be entitled to be reemployed by your employer in the position you would have obtained with reasonable certainty if not for the absence due to service. For more information, call the U.S. Department of Labor’s Veterans Employment and Training Service (VETS), toll-free, at 1-866-4-USA-DOL.

If you believe you belong to any of the categories of protected veterans listed above, please indicate by checking the appropriate box below. As a Government contractor subject to VEVRAA, we request this information in order to measure the effectiveness of the outreach and positive recruitment efforts we undertake pursuant to VEVRAA.

- IDENTIFY AS ONE OR MORE OF THE CLASSIFICATIONS OF PROTECTED VETERAN LISTED ABOVE**
- I AM NOT A PROTECTED VETERAN**

Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. The information provided will be used only in ways that are not inconsistent with the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended.

The information you submit will be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of disabled veterans, and regarding necessary accommodations; (ii) first aid and safety personnel may be informed, when and to extent appropriate, if you have a condition that might require emergency treatment; and (iii) Government officials engaged in enforcing laws administered by the Office of Federal Contract Compliance Programs, or enforcing the Americans with Disabilities Act, may be informed.

Holston Electric Cooperative shall not discriminate against protected veterans and shall take affirmative action to employ and advance in employment qualified protected veterans at all levels of employment, including the executive level. Furthermore, Holston Electric Cooperative will recruit, hire, train and promote persons in all job titles, and ensure that all other personnel actions are administered without regard to protected veteran status, and will ensure that all employment decisions are based only on valid job requirements.

Name

Date

Voluntary Self-Identification of Disability

Form CC-305
Page 1 of 1

OMB Control Number 1250-0005
Expires 05/31/2023

Name: _____
Employee ID: _____
(if applicable)

Date: _____

Why are you being asked to complete this form?

We are a federal contractor or subcontractor required by law to provide equal employment opportunity to qualified people with disabilities. We are also required to measure our progress toward having at least 7% of our workforce be individuals with disabilities. To do this, we must ask applicants and employees if they have a disability or have ever had a disability. Because a person may become disabled at any time, we ask all of our employees to update their information at least every five years.

Identifying yourself as an individual with a disability is voluntary, and we hope that you will choose to do so. Your answer will be maintained confidentially and not be seen by selecting officials or anyone else involved in making personnel decisions. Completing the form will not negatively impact you in any way, regardless of whether you have self-identified in the past. For more information about this form or the equal employment obligations of federal contractors under Section 503 of the Rehabilitation Act, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

How do you know if you have a disability?

You are considered to have a disability if you have a physical or mental impairment or medical condition that substantially limits a major life activity, or if you have a history or record of such an impairment or medical condition. *Disabilities include, but are not limited to:*

- Autism
- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis, or HIV/AIDS
- Blind or low vision
- Cancer
- Cardiovascular or heart disease
- Celiac disease
- Cerebral palsy
- Deaf or hard of hearing
- Depression or anxiety
- Diabetes
- Epilepsy
- Gastrointestinal disorders, for example, Crohn's Disease, or irritable bowel syndrome
- Intellectual disability
- Missing limbs or partially missing limbs
- Nervous system condition for example, migraine headaches, Parkinson's disease, or Multiple sclerosis (MS)
- Psychiatric condition, for example, bipolar disorder, schizophrenia, PTSD, or major depression

Please check one of the boxes below:

- Yes, I Have A Disability, Or Have A History/Record Of Having A Disability
- No, I Don't Have A Disability, Or A History/Record Of Having A Disability
- I Don't Wish To Answer

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

For Employer Use Only

_____ Date: _____