

Position Title: Engineering Plant Clerk
Reports to: Engineering Manager

Department: Operations
FLSA Status: Hourly Non-Exempt

General Summary:

The engineering plant clerk is responsible for the establishment, control, and accuracy of all plant accounts and engineering facilities equipment records. The engineering plant clerk ensures proper coordination of work orders, service orders and equipment provisioning with other departments.

Essential Job Functions:

- Coordinates with plant personnel on all plant/equipment activities for accurate system records.
- Assigns OSP facilities for new services, moves and other changes; including fiber stands, PON ports, Splitters, Gateways and ONTs.
- Updates plant records and central office records with all relevant information from work and service orders including fiber peds and fiber strand assignments.
- Prepares and updates work orders with all necessary information for plant personnel to locate and properly install plant and equipment.
- Performs line and cable pair assignment in connection with installation changes and rearrangements of subscriber lines, cables and associated central office equipment.
- Occasionally answers the PRTC repair and scheduling lines and offers assistance as needed, assists in dispatching and clearing customer trouble tickets and supporting field technicians as needed.
- Responsible for maintaining accurate plant records, qualifying customers and researching order and provisioning problems in eLation/SDP.
- Build in SDP inside plant equipment; Occam blades, Calix OLT's and new service areas. In outside plant; peds, fiber strands, ONT's, Splitters and copper pairs.
- Performs queries and updates in the ESRI mapping system.
- Corrects assignment problems found in weekly elation and SDP plant reports.
- Must determine how new types of equipment are assigned in orders.
- Works with CO and Plant Clerks to resolve provisioning errors.

Knowledge, Skills, and Abilities:

- Understanding of rural telco plant operations and terminology. Knowledge of general office procedures, filing systems, and inventory/billing control.
- Strong computer skills including Excel, Word, Outlook and eLation/SDP. Work accurately and efficiently with numbers, calculations, and detailed records.
- Possess excellent verbal and written communication skills. Sits at desk most of working day.
- Able to work under conditions of frequent interruption and pay close attention to numerous details.
- Familiarity with regulatory and industry standards and specifications.

Education and Experience:

- High school degree required.

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- Knowledge and skills usually acquired through one year previous experience or on-the-job training.
- Must have experience operating a personal computer and using Microsoft Office products such as Outlook, Word and Excel. Must have good typing skills.
- ESRI Mapping system, certifications preferred.
- Must learn terminology and functions typically used by communications service providers.

Evaluation Criteria:

- Specialized office/computer training;
- Plant/office experience;
- Occasional assumption of authority;
- Familiarity with automated records system, computers, and software programs;
- Routine, short-term planning;
- Regular preparation of plant records and billing reports;
- Need for occasional training in office/record-keeping skills
- RUS/industry specifications
- Ability to improve or redesign plant records procedures

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to stand and walk		X		
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing: Must be able to lift and carry 15 lbs	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

Normal working conditions

Note:

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.