

## **PLANT CLERK**

### **DUTIES AND RESPONSIBILITIES**

- Prepare work order estimates, monthly work order reports, vacation schedules, weekly work schedules, expense reports, DOT mileage report, and read and record easements.
- Maintain and prepare plant staking sheets, detail maps and schematics to file with the appropriate engineering office.
- Work with CAD software and other mapping software to produce and maintain detailed drawings.
- Coordinate the materials used in outside and inside plant projects with the accounting department to insure complete and accurate records.
- Maintain inventory records.
- Maintain CPR's and plant records.
  - Update plant records when equipment is added or removed.
  - Perform plant record audits in field when required.
  - Maintain records and drawings.
  - Assist with work order preparation and completion.
- Track movement of technicians during course of the day.
- Answer telephone calls for and provide assistance to the Director of Outside Plant and the Network Supervisor. Perform typing, filing and other general office duties when required.
- Interact with customers and potential customers. Promote and sell new and existing product offerings to maintain and improve the public image and competitiveness of the Corporation.
- Report and perform work as directed by the Director of Plant Operations and the Director of Network Operations in a safe and timely manner.
- Maintain a positive attitude and good attendance and appearance.
- Communicate with the public and fellow employees in a pleasant and business-like manner, in person, by telephone, and by e-mail.
- Practice good housekeeping habits at work.
- Work overtime when required.
- Attend training classes when necessary and be able to travel.
- Other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Highly motivated and driven to provide exceptional customer service.
- Sales-minded with knowledge of and ability to market available goods and services.
- Ability to work in a fast-paced environment with frequent interruptions.
- Ability to handle upset customers while displaying patience and understanding.
- Display respect and maintain a good reputation in the community.
- Possess good verbal and written communication and self-motivation skills.
- Maintain a level of knowledge to adequately perform job duties in a timely and efficient manner.
- Ability to maintain accurate records, meet deadlines, and pay close attention to detail.
- Ability to read and understand staking sheets and detail maps.
- Proficiency with Windows, web browsers, & Microsoft Office Suite including Excel, Word, & Outlook.
- Ability to operate business equipment including but not limited to personal computer, adding machine, multi-line phone system, fax machine, printer, etc.
- Ability to maintain a valid class F driver license.
- Ability to lift and carry 40 pounds.

### **EXPERIENCE AND EDUCATION**

- High school diploma or GED required.
- Education and experience in related field preferred.
- Understanding and knowledge of outside plant and switching department functions helpful.