



# BENTON RURAL ELECTRIC ASSOCIATION

402 7th Street • P.O. Box 1150 • Prosser, Washington • (509) 786-2913 • Fax (509) 786-0291

## POSITION DESCRIPTION POWERNET WIRELESS REPRESENTATIVE

### I. OBJECTIVES:

The position of PowerNET Wireless Representative was created to help achieve the current mission of the Benton Rural Electric Association (Association), which is stated as follows:

Our mission at Benton Rural Electric Association, a member-owned and operated cooperative, is to provide affordable and reliable energy and other member driven compatible services that enhance the quality of life for all of our members. Our mission will also provide a stable, safe, competitive career-oriented work environment for the Association's employees. Our mission is being pursued through the highest ethical standards using progressive marketing in conjunction with sound financial and management principles.

The Association intends to accomplish this mission by assigning specific operational duties and responsibilities to be delegated to a competent, well-trained person whose knowledge and ability in this position will contribute to the attainment of the current mission of the Association. This person must be adaptable, self-motivated, responsible, accountable, and energetic.

The specific objectives for this full-time position and the responsibilities to be fulfilled to achieve these objectives include:

- A. **Installing and troubleshooting field installations of customer premises Internet technology under the supervision of the PowerNET Technical Support Supervisor.**
- B. **Installing and troubleshooting field installations of Internet technology access points or other locations under the supervision of the PowerNET Technical Support Supervisor.**
- C. **Providing technical support, maintenance, and oversight with regard to PowerNET's products and services.**
- D. **Coordinates with the PowerNET Technical Support Supervisor by following the Supervisor's instructions and assisting with offering and delivering high quality PowerNET Internet access products and services to members and customers.**
- E. **Providing assistance and technical expertise, as directed, with regard to all**

**programs, services, and/or business lines implemented by the Association and offered to members, customers, and interested parties requesting program or services information.**

- F. Providing “after-hours assistance” to program participants as directed or required.**
- G. Maintaining a positive work environment, and exhibiting cooperative behavior.**
- H. Coordinating with PowerNET Technical Support Supervisor to perform Marketing/Advertising tasks.**
- I. Performing other functions when qualified and assigned.**

## **II. RELATIONSHIPS:**

- A. Reports to: PowerNET Technical Support Supervisor

Responsible for keeping the PowerNET Technical Support Supervisor informed concerning work in progress and work completed. The PowerNET Wireless Representative shall consult with the PowerNET Technical Support Supervisor concerning any problems that might hinder the efficient completion of the duties and responsibilities of the PowerNET Wireless Representative. In the event that the PowerNET Technical Support Supervisor is absent from work, the PowerNET Wireless Representative will report to the Information Technology Manager.

- B. Cooperates and coordinates with:

- 1. Internal:

- a) PowerNET Technical Support Representative(s): with respect to coordination and assistance with regard to Association programs, services, business division functions, and any other Information Technology Department activities, and to provide continuity and backup for one another on specific projects and in general.
- b) Assistant IT Manager – as needed, and when the Information Technology Manager is absent from work.
- c) Other departments - with regard to providing technical expertise and assistance for information processing, computer systems, electronic communications, and other technological issues as directed.
- d) Other employees - Coordinates and cooperates with other employees and other departments in order to encourage good working relationships and to develop and promote a team spirit and to provide quality assistance to all fellow employees with the intent of achieving the objectives of the Association. Also cooperates with other departments to ensure smooth operations, and to establish high morale and pleasant working conditions

- 2. External:

- a) Membership/Customers: with regard to answering questions and providing instructions and explanations with regard to technical issues, with the intent of providing superior quality service and assisting with the maintenance of sound member and customer relations. Resolves member and customer service complaints involving service issues and concerns. Refers those complaints to the PowerNET Technical Support Supervisor (or the Information Technology Manager in the absence of the PowerNET Technical Support Supervisor) which are not resolved at the PowerNET Wireless Representative level. Follows up to ensure that member and customer complaints have been resolved.
- b) General Public: maintains friendly, cooperative relationships with the general public in the performance of the duties of the PowerNET Wireless Representative.

### **III. RESPONSIBILITIES:**

To fulfill the objectives of this position, the employee so designated shall be expected to perform any or all of the following duties or responsibilities:

- A. Installing and troubleshooting field installations of customer premises Internet technology under the supervision of the PowerNET Technical Support Supervisor.
  - 1. Maintains level of expertise required for implementation of Association sponsored Internet technologies including attending classes and training sessions as necessary.
  - 2. Maintains the expertise to operate all job-related equipment in a safe fashion, including but not limited to telephones, computer systems, drills, ladders, bucket trucks and cabling. This includes correctly using all proper safety equipment and complying with all safety rules, regulations, and procedures.
  - 3. Maintains an accurate inventory of equipment necessary for customer installs and coordinates with the PowerNET Technical Support Supervisor for ordering any hardware needed.
  - 4. Maintaining an organized schedule of appointments and showing up on time for all appointments.
  - 5. Performs feasibility analysis of installations at customer premises. This includes performing wireless signal strength testing and documenting any special requirements and customer needs.
  - 6. Installs and removes customer premise service equipment, at locations which may be thirty feet or more in height, during various outside weather conditions, for Internet and/or other communications technology in accordance with PowerNET standards and with regard to respecting customer requests.
  - 7. Configures customer Personal Computers or Internet gateways to allow customer access to the Internet through PowerNET.
  - 8. Provides daily reports with accurate and detailed information on installations

performed, which are to include photographs and other necessary documentation.

9. Maintains all paperwork necessary to accommodate Benton REA's billing process and to insure that PowerNET subscribers are provided with accurate and timely invoices for services rendered.
  10. Informs the Technical Support Supervisor with regard to any installation that involves connecting the Internet to an internal customer network of any kind.
  11. Informs the Technical Support Supervisor with regard to any potential key account customer prospects.
  12. Obtains any certifications required to install PowerNET Internet technology, as directed.
- B. Installing and troubleshooting field installations of Internet technology access points or other locations under the supervision of the PowerNET Technical Support Supervisor.
1. Maintains level of expertise required for implementation of Association sponsored Internet technologies including attending classes and training sessions as necessary.
  2. Maintains the expertise to operate all job-related equipment in a safe fashion, including but not limited to telephones, computer systems, drills, ladders, bucket trucks, and cabling. This includes correctly using all proper safety equipment and complying with all safety rules, regulations, and procedures.
  3. Maintains an accurate inventory of access point and backbone equipment and coordinates with the PowerNET Technical Support Supervisor for ordering any hardware needed.
  4. Maintaining an organized schedule of appointments and showing up on time for all appointments.
  5. Installs, removes, and performs maintenance with regard to hardware and software, at locations which may be thirty feet or more in height, during various outside weather conditions, for Internet and/or other communications technology access points or other locations, in accordance with PowerNET standards, as directed.
  6. Provides daily reports with accurate and detailed information on installations performed which are to include photographs and other necessary documentation.
  7. Constructing Access Point (AP) sites from a bare pole, rooftop, or other structures, including installing weatherproof boxes, design of PoE/switching/ups equipment, as well as mounting bracket construction for AP and backbone radios and antennae.
  8. Maintains expertise in utilizing all tools necessary to perform the tasks listed in this section.
  9. Maintains detailed photos of AP sites including radios, antennas, equipment boxes and panoramic views from antenna height.

10. Maintains Google Map files containing equipment details and location.
  11. Responds after hours to outages that are affecting one or more access points. This may include responding to remote locations in person after hours to replace equipment.
- C. Providing technical support, maintenance, and oversight with regard to PowerNET's products and services.
1. Maintains the necessary skills to support existing PowerNET Internet access customers and troubleshoot problems as they occur.
  2. Under the direction of the PowerNET Technical Support Supervisor and the Information Technology Manager, provides any other Internet related services that are offered through the Association.
  3. Implements all programs and services pursuant to Association policy and procedures and completes all necessary paperwork, record keeping, and program services projects accurately and in a timely fashion.
- D. Coordinates with the PowerNET Technical Support Supervisor by following the Supervisor's instructions and assisting with offering and delivering high quality PowerNET Internet access products and services to members and customers.
1. Coordinates with, takes directions from, follows the instructions issued by, and reports to, the PowerNET Technical Support Supervisor.
  2. Receives on-going training from the PowerNET Technical Support Supervisor and remains up-to-date on current materials, information, and issues associated with Internet, computer, and communications technologies that are related to providing PowerNET products and services.
  3. Assist with scheduling appointments, for providing PowerNET services, for self and other technicians.
  4. Maintains a spirit of cooperation and collaboration between the Information Technology Department and the Billing Department.
- E. Providing assistance and technical expertise, as directed, with regard to all programs, services, and/or business lines implemented by the Association and offered to members, customers, and interested parties requesting program or services information.
1. Assists with annual and special membership and other meetings and is responsible for any program, service, or business line displays, as requested.
  2. Responds to PowerNET and other program services concerns by providing customer support over the telephone and in person in order to respond to questions and to provide information in a courteous, professional, and timely manner.
  3. Evaluates member and customer satisfaction by assisting with the Association's

efforts on member and customer contact follow-up, as directed.

4. Ensures that PowerNET customers are directed to the appropriate PowerNET resource when the PowerNET Technical Support Representative(s) is/are unable to solve the problem, such as with commercial accounts and services and with web page services.
5. Is responsible for initial personal computer setup and authorization for PowerNET accounts, account setup, account activations, account terminations, PowerNET subscriber training, and assignment of passwords and e-mail addresses, and distribution of PowerNET packets and required hardware additions to participant's computer equipment.
6. Responds courteously to member and customer requests in a timely manner by utilizing available options and resources and by following up to ensure member satisfaction.
7. Is able to operate all job-related equipment, including but not limited to telephones, computer systems, databases and/or other programs.

F. Providing "after-hours assistance" to program participants as directed or required.

1. Coordinates with the other members of the PowerNET team as needed after-hours in order to respond to PowerNET emergencies (such as equipment and/or telecommunications circuit failures) by utilizing Association provided cellular telephones as requested, or directed. May be asked to call PowerNET subscribers at their premises to solve computer or Internet connectivity problems.
2. Coordinates, as requested, with the other members of the Information Technology Department team in order to provide after-hour technical assistance via cellular telephone to Association employees, members, or customers as requested, or directed, through after-hours dispatch. Provides direct assistance to Association program participants at the premises of the participant, or dispatches qualified technical assistance, as authorized.

G. Maintaining a positive work environment, and exhibiting cooperative behavior.

1. Maintains a friendly attitude and willingness to work with other employees and associates.
2. Creates a high standard of morale among employees by encouraging team spirit and enthusiasm within and among the Association's personnel and between the Association's departments.
3. Is willing to help out in areas where qualified and requested.
4. Brings potential problems to the attention of the PowerNET Technical Support Supervisor as soon as possible.

- H. Coordinating with PowerNET Technical Support Supervisor to perform Marketing/Advertising tasks.
  - 1. Placing door hangers at residences in the vicinity of customer installs, troubleshoots and performs successful signal tests should it be apparent that we can provide prospective PowerNET subscribers with internet service.
  - 2. Calling current or potential customers at the direction of the PowerNET Technical Support Supervisor to recommend new or additional PowerNET services.
  - 3. Calling to follow up with potential PowerNET subscribers that did not follow through with signing up to use PowerNET's Internet access service after a successful wireless Internet access signal test was completed for them by PowerNET personnel.
- I. Performing other functions when qualified and assigned.
  - 1. Investigates complaints received from members or customers of the Association by coordinating with the PowerNET Technical Support Supervisor and by following up in a timely manner in order to satisfy the member or customer.
  - 2. Promotes a safe work environment by:
    - a) Observing safety rules and regulations adopted by the Association, and encouraging others to do the same.
    - b) Maintaining familiarity with traffic laws and by using safe driving habits.
  - 3. Completes all projects and assignments in a timely manner based on designated schedules and priorities.
  - 4. Willing to attend classes and training sessions, and willing to obtain certifications based on skill level, as requested.
  - 5. Performs other functions as needed in order to accomplish the objectives set forth in this job description.

#### **IV. AUTHORITIES AND ACCOUNTABILITY:**

The PowerNET Wireless Representative shall have full authority to carry out the duties and responsibilities of this position in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the organization.

The employee is encouraged to use initiative and judgment in making decisions, remembering that the Association's best interest can be affected by all actions. The employee should feel free to make suggestions for the improvement of operations and efficiency.

The employee shall secure the approval of the Technical Support Supervisor in making decisions when policies are not clear and further explanation is needed.

Any software, "scripts", web pages, or other work products developed during compensated work

hours while employed with Benton REA are the property of Benton REA, and it is agreed that Benton REA shall retain complete and undisputed ownership rights to such work products.

Nothing contained above should be construed to be a guarantee of or assurance of employment. Employees are expected to meet the standards of work performance and to perform their jobs competently, to maintain satisfactory interpersonal relations with co-workers as well as supervisors, and to conduct themselves appropriately in the work place. Failure to meet these standards in the judgment of management may result in discipline, including discharge. Disputes resulting from implementation of this position description are subject to the provisions described in the most recent version of Association's General Policy No. 614 - Dispute Resolution Procedure Non-Bargaining Unit.

Because of the competitive nature of the Association programs, services, and business lines that are developed and implemented after significant amounts of effort and resources are invested by the Association, it is necessary for all Association employees that are involved with PowerNET products or services to sign a non-compete and/or confidentiality agreement with the Association. Signing a non-compete and/or confidentiality agreement with the Association is a condition of employment with regard to the position of PowerNET Wireless Representative.

This job description in no way implies a contract of employment between the employee and the employer. The employee recognizes that they are an employee at will.

ACCEPTED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
Employee

APPROVED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
Supervisor

REVIEWED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
General Manager/Executive Vice President

## **MINIMUM JOB QUALIFICATIONS**

### **PowerNET Wireless Representative**

#### **I. REQUIRED SKILLS:**

- A. Education Requirements - A high school diploma or graduate equivalency diploma (GED) is required. Proficiency with personal computers, word processing, and spreadsheets, is required.
- B. Experience with Microsoft Windows software is required
- C. Providing friendly and courteous assistance to individuals with a high level of computer-related anxiety is required. Must be able to communicate effectively with non-technical individuals. Must be very motivated and able to work in a team-oriented environment with assigned responsibilities, and be able to complete all assigned goals and objectives in an accurate and timely manner while following up with customers or fellow employees to insure high-quality service.
- D. Must have and maintain a valid Washington State Driver's License. If a valid Washington State Driver's License has not been obtained, then it must be acquired in a reasonable amount of time as specified by the Association. This item is required.
- E. The ability to speak, read, write and communicate the English language fluently as well as prepare letters, documents, articles for publication, etc., is required.
- F. The ability to work independently with a minimum level of supervision is required.
- G. Proficiency in accessing the Internet and troubleshooting basic hardware and software configuration problems is required.
- H. Experience diagnosing and solving basic network problems, and personal computer hardware and software problems, is required.
- I. Experience with identifying and eliminating computer viruses is required.
- J. Physical Requirements (Sufficient dexterity to perform the tasks as listed in the job description).
  - 1. Physical Skills Level B (Noticeable) - Some physical skill is required. Certain coordinated finger, limb, or body movements must be performed in the course of regular work routines. These can usually be learned on the Job over a relatively short period of time.
  - 2. Physical Effort Level 2 (Light) - Job requires light physical effort as a part of regular work routine, such as frequent standing and walking, frequent lifting, guiding and/or carrying of light-weight materials or equipment; occasional periods of sustained effort.
  - 3. Sufficient dexterity to perform the tasks listed in the job description for this position

is required.

4. Talking in person and cellular telephones required.
5. Listening in person and cellular telephones required. Must be able to respond when being notified by text messaging or other alerting system.
6. Adequate near, and far, vision (driving) required.
7. Adequate depth perception (driving) required.
8. Adequate color Vision (color coded wires) required.
9. Handling, fingering, working with hand tools. This item is required.
10. Lift, carry, pull, and push items in excess of 50 pounds. This item is required.
11. Some travel may be required. May be asked to take occasional trips out of the Benton REA service area in order to attend training classes and seminars. These trips may require driving a vehicle that is provided by the Association.
12. The ability to operate a motor vehicle with a manual transmission is required.
13. The dexterity to operate computer equipment required.
14. The physical ability to remain seated for long periods of time (approximately 2-3 hours) while working at a desk is required.
15. The physical ability to crawl, climb and balance on structures under construction is required.
16. The physical ability to access attics and crawl space areas on new and existing structures is required.

## **II. PREFERRED SKILLS:**

- A. Proficiency in answering billing questions in person or over the telephone quickly and efficiently is preferred.
- B. Some clerical experience preferred.
- C. Experience with transfer, paging, and voice mail on a Toshiba phone system is preferred.
- D. Experience with Microsoft Access, Windows Live Mail, Outlook, Chrome, Firefox, and Internet Explorer is preferred.
- E. Fluent in speaking the Spanish language is preferred.
- F. Experience working with Linux, Apple and Android devices is preferred.

### **III. WORK ENVIRONMENT:**

- A. Work Demand Level B (Average) - Work pressures, disturbances of workflow, and/or irregularities in work schedule are to be expected and may occur on an intermittent basis.
- B. Working Conditions Level 2 (Disagreeable) - Somewhat disagreeable conditions. Work may be performed in cramped or awkward positions. Occasional exposure to safety hazards, disease, or contamination results in chance for lost-time accidents. Occasional exposure to noises, temperature extremes, weather extremes, dust and dirt, etc.

Revised on 9-4-15