

Supplemental Investigation Sheet

Part 1 – Employee Job Descriptions

1. Officials and Managers

Manages one or more of the following operational functions of business operations: field operations, technical operations, network services, and/or marketing and business operations. Performs advanced planning and development specifications for network system improvements and for new cable television, internet, and broadband products and services. Ensures reliable installation, operation, repair and maintenance of the network system.

- a. **Click! Network General Manager:** Manages all aspects of Click! Network operations. [1]
- b. **Marketing & Business Operations Manager:** Oversees marketing, business operations, customer contact and sales personnel. [1]
- c. **Government & Community Relations Manager:** Manages communications with different government agencies and media representatives for Click! Network. [1]
- d. **Marketing Manager:** Oversees all direct sales and commercial sales. [1]
- e. **Technical Operations Manager:** Manages installation employees. [1]
- f. **Broadband Services Operations Manager:** Manages broadband services. [1]
- g. **Business Systems Manager:** Manages business system information. [1]

2. Professionals

- a. **Supervisors:** Supervises, trains and provides daily work direction to assigned employees. Responsibilities include planning daily operations, hiring, reviewing employee's performance, disciplining, budget forecasting and section expenditures. [10]
- b. **Assistant Supervisors:** Assists supervisors, trains and provides daily work direction to assigned employees. Responsibilities include assisting with reviewing employee's performance, disciplining, and assigning daily work and tasks. [4]
- c. **Coordinators:** Under the supervisor of the Marketing/Business Operations Managers, coordinates marketing and sales efforts. Provides sales assistance to sales representatives and also retention training. [3]

- d. **Technical Administrators:** Plans, coordinates and oversees installation and maintenance on systems and equipment supporting the technical operations of the network. [3]
- e. **Management Analysts:** Under the supervisor of the Marketing/Business Systems Managers, analyzes financial and sales data. [6]

3. Technicians

- a. **Network Technicians:** Performs a variety of duties pertaining to the hybrid fiber coax certification testing, network construction and maintenance, telecommunications facilities installations and customer trouble calls, FCC required testing and documentation, troubleshooting and evaluating system or component problems, preparing reports on system performance and maintaining appropriate inventory levels. [10]
- b. **Converter Inventory Technicians:** Performs inspections, testing, cleaning, cosmetic repairing, storage and distribution of telecommunications system set-top converters and related support equipment. [4]
- c. **Network Operations Center Technicians:** Responsible for monitoring receipt and transmission of telecommunication signals for Click! Network customers on a real time basis; notifies and dispatches field technicians when monitoring systems indicate loss of telecommunication signal integrity; schedule coordinate and control workflow on a daily basis for field technicians. [13]
- d. **Service Technicians:** Performs a variety of technical field work pertaining to cable TV and internet service provider installation, maintenance, repair and servicing in customers' homes, apartments and commercial properties. [22]
- e. **Broadband Services Technicians:** Performs a variety of technical field work pertaining to broadband services including installation, maintenance, repair and servicing in customer homes, apartments and commercial properties. [9]

4. Sales Workers

- a. **Customer Care Representatives:** Receive orders for new service, billing questions and problems, complaints and provide information to customers. [15]
- b. **Direct Sales:** Take orders for new service from potential customers to their homes. [2]

5. Office & Clerical

- a. **Departmental Aide:** Performs a variety of office and general support activities related to area of assignment. Requires a designation as a Developmentally Disabled Adult (DDA) by the State of Washington – Division of Developmental Disabilities. [1]
- b. **Office Assistant:** Performs a variety of office and clerical support activities for the Broadband Services department which may include preparing and processing forms and documents, maintaining records and files, assisting with procurement processes, and operating a personal computer. [1]
- c. **Marketing Assistant:** Performs a variety of clerical support activities in the Marketing department which may include providing information and assistance to the public, preparing and processing forms and documents, maintaining records and files, and operating a personal computer. [1]