**Cherokee Communications**

Position Title: Locator Tech Pay Grade: C1

Department: Field Operations EEOC Class: Laborer

Reports To: Field Operations Supervisor FLSA Status: Non-exempt

**Customer Service Excellence:** In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness and assistance. A commitment to service excellence is expected of all employees.

**General Summary:**

Locates and marks buried copper and fiber plant, clearly marking the route and exposing when necessary. Fulfills timely locate requests including Call Okie tickets.

**Essential Job Functions:**

1. Locates buried copper and fiber plant, marking the route and exposing when necessary. Fulfills locate requests in a timely manner, reading utility prints, contacting city entities, utility companies, homeowners, landlords and contractors. (45%)
2. Works Call Okie by locating Cherokee Communications facilities for other utilities, contractors and property owners. Coordinates with the Outside Plant to complete Call Okie tickets in a timely and accurate manner and updates the ticket. (40%)
3. Using locating equipment determines location of buried fiber or copper plant. Confirms plant marked on maps is accurate and notifies Outside Plant Construction if changes or updates need to be made. (10%)
4. Assists Construction and Communication Technicians in cable/fiber installation using digging, trenching and other construction equipment. Operates various cable installation equipment to complete work orders. Maintains and repairs buried and aerial plant and associated equipment. Maintains right-of-way and restores and cleans all disturbed surfaces when work is completed. (5%)
5. Performs other miscellaneous duties as assigned by management.\*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and usually equal 5% or less of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

1. Knowledge of Company policies, procedures, products and services.

2. Skill in customer service and customer relations.

3. Knowledge of the communications industry and basic construction practices.

4. Skill in oral and written communication.

5. Skill in analytical thinking and problem solving.

6. Ability to organize, prioritize and handle multiple work assignments.

7. Ability to complete work accurately under time constraints and deadlines.

8. Ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner.

9. Ability to function effectively as a team player.

10. Knowledge of Company safety policies and procedures.

11. Ability to negotiate with property owners, city personnel, utility companies and contractors.

12. Ability to read and interpret documents such as: maps, blueprints, schematics, staking sheets and operating/maintenance instruction manuals.

13. Ability to obtain and maintain a valid commercial driver’s license.

14. Knowledge of color coding schemes to identify each specific type of utility.

15. Knowledge of Call Okie system.

16. Ability to kneel, crawl, and stoop to locate and mark plant.

**Education and Experience:**

High school diploma, or the equivalent. Must possess a valid driver’s license.

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Extremely disagreeable working conditions due to continuous and intensive exposure to three or more objectionable elements including weather, dust and noise.

**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.